



Shelter from the Storm: Socio-Economic Evaluation of Costs and Benefits

Final report

Just Economics
June 2022

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Executive Summary

Shelter from the Storm (SFTS) is an emergency homeless shelter in North London that provides free accommodation to men and women every night of the year.

Founded in 2007 in response to the growing homelessness problem in London, SFTS provides guests with access to a safe sleeping space, showers, clothing and hot meals. In addition, SFTS actively supports guests to access employment and/or volunteering opportunities, stable housing, health services and a range of other supports.

In December 2020, SFTS commissioned Just Economics to undertake a socio-economic impact evaluation of its service. This is the final report of the evaluation.

Evaluation Methodology

The research for the evaluation was guided by the principles of Social Return on Investment (SROI) and undertaken in three phases between January 2021 and April 2022.

Phase 1 comprised qualitative research with key stakeholders to develop SFTS's Theory of Change (ToC) and the quantitative data collection tools. A total of 19 current and past guests, staff, and volunteers were engaged via interviews and a facilitated workshop between January and February 2021.

Phase 2 consisted of quantitative research using the survey tools developed from the engagement with stakeholders. Online surveys were completed by guests at four points in time:

- Baseline survey at entry
- Follow up survey at 2-months
- Exit survey when leaving the Shelter
- Alumni survey for past guests

Phase 3 encompassed the quantitative data analysis and economic modelling. To avoid the effects of the Covid pandemic distorting findings, the modelling was based on a 'typical' year of operation for SFTS. This means that outputs (e.g. average number of guests) and investment costs were adjusted to account for pre-pandemic activity and investment levels. Full details of the model and data analysis are available in the Technical Appendix.

Findings: Satisfaction, outcomes and impact

SFTS provides a quality service that is highly valued by its' guests. During the stakeholder engagement, guests told us of lives transformed and all spoke of the warmth, commitment and respect of staff and volunteers and the quality of the facilities.

This was echoed in the quantitative research, which found high levels of satisfaction among guests and showed that SFTS achieves meaningful outcomes for a

substantial proportion of its guests in the domains of housing, employment, health and wellbeing (see Table A). This is despite operating against the backdrop of an acute shortage of affordable housing and appropriate support services for homeless individuals in London.

Table A: Summary of key quantitative findings by area

Area	Key Finding
Satisfaction with SFTS	<ul style="list-style-type: none"> Consistently very high satisfaction ratings among current and past guests Average overall satisfaction rating (0 to 100 scale) ranges from 92 (2-month survey) to 97 (exit survey)
Housing	<ul style="list-style-type: none"> Rough sleeping reduced from 55% at entry to 13% at exit At exit, one-third of leavers move on to either private rented sector (27%) or council/social housing (7%)
Work	<ul style="list-style-type: none"> Percentage in full-time work increases from 9% at entry to 21% at exit
Physical health	<ul style="list-style-type: none"> Significant improvements in physical health, with percentage describing their health as 'good' or 'very good' rising from 49% at entry to 80% at exit Access to healthcare significantly improved with all guests at exit stating they have access to the healthcare they need.
Mental wellbeing	<ul style="list-style-type: none"> Substantial improvements on all 7 items on the S-WEMWBS, with the average overall score rising from 20 at entry to 28 at exit.
Immigration legal support	<ul style="list-style-type: none"> Of those with an ongoing immigration issue at exit, 88% had received help with this while at SFTS
Personal safety	<ul style="list-style-type: none"> Average ratings of personal safety (0 to 100 scale) increase from 47 at entry to 92 at exit.

Findings: Economic analysis

The economic analysis found that the impact of SFTS's work holds substantial value for guests as well as wider society (see Table B):

- A typical year of operation results in benefits totalling between £1.99 million ('highly conservative' scenario) and £3.32 million ('base case' scenario).
- Of these benefits, between £1.57 million and £2.58 million accrue to the individual and between £422,565 and £744,443 accrue to the State.

- The ratio of costs to benefits is between 1:5.26 and 1:8.77, meaning that every pound invested in SFTS generates benefits of between £5.26 and £8.77.

The most significant area of benefit for individuals is due to improvements in mental wellbeing, followed by employment and access to essentials (food, shelter).

For the State, value is derived primarily from the reduction in rough sleeping (86% of the State value) and reduced spending on benefits because of increased numbers in employment.

Table B: Summary of economic modelling

Scenario	Individual Benefits	State Benefits	Total Benefits	Cost-benefit Ratio
Base (most likely)	£2,580,372	£744,443	£3,324,815	1:8.77
Highly Conservative	£1,570,914	£422,565	£1,993,479	1:5.26

Conclusion

SFTS provides a vital service to individuals in need of emergency shelter, including individuals that have 'no recourse to public funds' (NRPF) who are often unable to access shelters that receive public funding.

The quality of the service, and especially the staff, was repeatedly emphasised. Guests said they felt they were treated with respect and warmth by staff and volunteers.

The quantitative research demonstrates that this commitment to delivering a quality service translates into impact that holds substantial value for the guests as well as wider society.

1. About Shelter from the Storm

Shelter from the Storm (SFTS) is an emergency homeless shelter in North London that provides free accommodation to men and women every night of the year.

Founded in 2007 as a response to the growing homelessness problem in London, SFTS provides guests with access to a safe sleeping space, showers, clothing and hot meals. SFTS can also act as a temporary settled base, giving guests an address for the purposes of benefit and ID applications. Project workers and volunteers assist guests with transitioning into employment and housing, as well as addressing other needs they may have (e.g. facilitating access to health and other support services).

During 2020, SFTS adapted its premises and procedures to reduce the likelihood of Covid transmission. Measures included reducing the number of guests, adapting the bedrooms, daily temperature checks and health screening, and reduced number of volunteers. The Shelter also opened around the clock during this time. However, over the longer term, SFTS plans to return to night-time opening.

2. About this report

In December 2020, SFTS commissioned Just Economics to undertake a socio-economic impact evaluation.

This is the final report of the evaluation, summarising research undertaken between January 2021 and April 2022.

The report is structured as follows:

Section 3 sets out the research methodology

Section 4 sets out SFTS's theory of change

Section 5 presents the findings of the outcome evaluation and economic analysis

Section 6 presents the conclusion

Technical appendix with modelling methodology and technical assumptions.

3. Methodology

The purpose of the research was to, firstly, evidence the impact of SFTS's work and, secondly, to assess the socio-economic value of that impact.

The research was informed by the principles of Social Return on Investment (SROI) and conducted in three phases:

- Theory of Change Development
- Data collection
- Analysis and modelling

The remainder of this section sets out in more detail the steps undertaken in each phase of the research.

3.1 Theory of Change Development

It is generally considered best practice to start any evaluation by developing a Theory of Change (ToC) for the organisation or intervention. The ToC sets out how resources are used to deliver activities that lead to change in the short-, medium-, and long-term.

The objective of developing a ToC is to identify the full range of changes that result from an intervention, where those might be positive/negative, direct/indirect, and intended/unintended, that can then be evidenced quantitatively.

It is best practice in ToC development to involve key stakeholders, including beneficiaries and staff. Involving stakeholders recognises that those experiencing change often have a unique vantage point on that change.

Stakeholder engagement

In the case of SFTS, guests, staff and volunteers were identified as the primary material stakeholders. In addition, the local community and business partners were also identified as potentially material.

The goal of stakeholder engagement when developing a ToC is to reach 'saturation'. This means that it is not necessary to engage a statistically representative or large sample, but rather to continue to engage research participants until it appears that all material changes of the intervention have been uncovered.

To this end, a total of 19 guests, staff, and volunteers were engaged as set out in Table 1.

Due to Covid restrictions at the time, interviews and the workshop were conducted via Zoom video-conferencing. All interview participants were asked to provide informed consent, either prior to the interview via email or verbally at the start of the interview.

Table 1: Stakeholder groups included in the research

Stakeholder group	Method of engagement	Number of people	Dates
Guests (past and current)	Video-call	9	Jan-Feb 2021
Staff	Workshop ¹	5	Jan 2021
Volunteers	Workshop	3	Jan 2021
Trustees	Workshop	2	Jan 2021

The interviews with guests were semi-structured and lasted between 45 minutes and 1.5 hours. Guests were purposefully sampled to ensure a mix of ages, gender and experiences (e.g. reasons for homelessness). Both past and current guests were interviewed. In the final sample:

- 3 were female and 6 were male
- Ages ranged from 20 to 70s
- Length of time at SFTS ranged from 10 weeks to 1 year
- 5 were current guests, 4 were past guests
- Reasons for needing accommodation/shelter included relationship breakdown, immigration status, unstable work, and gender-based violence.

The workshop with staff, volunteers and trustees was facilitated by two Just Economics staff members and lasted 1.5 hours. Following a brief introduction to the evaluation, participants were split into two groups to undertake a Theory of Change exercise to elicit how SFTS operates and identify the pathways by which this leads to changes for guests.

The findings of the stakeholder engagement were combined with documentary analysis to develop the Theory of Change (ToC) set out in Section 4.

3.2 Data collection

Prior to the current study, SFTS was already systematically collecting output data in its database.

To enable the socio-economic evaluation, however, a more comprehensive measurement and evaluation framework was required to collect evidence on outcomes and impact.

The new framework was developed from the outcomes identified during the ToC development phase and consisted of four key tools:

- Baseline survey to be completed at entry

¹ Note that one workshop was held which included staff, volunteers and trustees.

- Follow up survey for completion at 2-months
- Exit survey for completion when leaving the Shelter
- Alumni survey for past guests

Each survey was developed in Survey Monkey. Validated scales (e.g. SWEMWBS for well-being) were used wherever possible. Where questions featured on multiple surveys, consistent wording was used to ensure comparability over time (with the exception of the alumni survey which was developed to be shorter).

Follow up surveys also included questions on satisfaction with different aspects of SFTS and questions to assess impact (e.g. amount of change in an outcome attributable to SFTS). The surveys were tested by SFTS staff and then piloted with current guests prior to roll-out.

Just Economics worked closely with SFTS to design a protocol for implementing the surveys. Each new guest was allocated a randomly generated 'Unique Participant Number' (UPN) on entry. The UPNs allowed surveys to be completed anonymously, thus reducing the potential for bias, while still enabling distanced travel to be measured for individuals. (Some individuals were assisted in completing their baseline surveys, if their presenting problems meant they could not complete it independently).

Data collection for the in-house surveys commenced in April 2021 and was closed in April 2022.

The survey of past guests went live at the end of October 2021. Past guests were sent the survey link by email or text message from SFTS. Completion was anonymous with data held by Just Economics.

All survey respondents were provided with a data protection statement and asked to give their informed consent at the start of the survey.

Table 2 sets out the number of valid responses by each survey.

Table 2: Number of respondents by survey

Survey	Number of valid responses
Entry	47
2-month	24
Exit	15
Alumni	21

The adaptations SFTS made in response to Covid-19 meant they were able to host significantly less guests than pre-pandemic and this impacted on the sample size. Moreover, homeless shelters can be challenging environments for undertaking data collection and just over half of guests (47 out of 85) completed the entry survey. The

SFTS database has output data for all 85 guests and, where necessary, the economic model draws on the database data due to its larger sample size.

3.3 Analysis and modelling

The quantitative data analysis and modelling was undertaken in Excel in accordance with SROI guidance.

As already noted, the Covid pandemic placed considerable constraints on SFTS from March 2020 onwards. To avoid this distorting the findings of the economic analysis, the modelling is based on inputs and outputs in a 'typical' year of operation. This means that outputs (e.g. average number of guests) and investment costs are adjusted to account for pre-pandemic activity and investment levels.

For each material outcome area, the baseline, exit and past guest surveys and database data was used to identify

- Distance-travelled (i.e. how much change from baseline)
- Impact (i.e. how much of that change is attributable to SFTS and above-and-beyond what would have happened anyway [deadweight])
- Benefit period and drop off (i.e. for how long, and at what level, are any changes sustained)

Secondary research was undertaken to identify appropriate financial proxies to enable each of the outcomes to be valued. The model calculates value created for the two material stakeholders, namely guests of SFTS and the State.

All future benefits are discounted using the recommended Green Book rate.

Full details of the assumptions in the model are set out in the Technical Appendix at the conclusion of the report. The main findings are described in Section 5.

4. Theory of Change

This section summarises SFTS's theory of change based primarily on the qualitative research. The aim is to provide an overview of what SFTS does and how this leads to change for guests. Given the diversity of experiences and backgrounds of guests at SFTS, there is no 'one journey' of change. However, there are commonalities in the outcomes that guests experience, and these are set out in this section.

4.1 About the guests

All of the guests interviewed had been referred to the shelter because they were homeless. A majority had spent time sleeping on the street. Some had sofa-surfed with friends or family for periods of time, with this typically breaking down due to friction in interpersonal relationships and/or the accommodation being too small for the number of people living there.

Reasons for becoming homeless varied. Three had experienced family breakdown that led to them having to move out of the family home. Four became homeless due to having insufficient income to cover their housing costs or as a result of debts/rent arrears (e.g. rent increases, missing post and thus being unaware of rent arrears until it was too late). The remainder became homeless due to circumstances linked to having 'No Recourse to Public Funds' (NRPF).

The guests, as per the Shelter's remit, presented with 'low needs'.² None of those interviewed reported having addictions, although some said they had used drugs and/or alcohol excessively during stressful times in the past. None had been involved in crime. All interviewees said that they had suffered from anxiety and depressive periods, particularly when they were stressed by their situations or 'down on their luck'. However, only two had suffered significant mental health difficulties. In one case, this was quite severe and resulted in the interviewee being sectioned. The interviewee attributed their mental health difficulties to their marriage breakdown and consequent homelessness. Those who had slept rough talked of fear and anxiety and very poor quality sleep during those nights.

The situation of the guests with NRPF was distinct from the remaining guests. In one case, the guest was in danger of family seeking her out to enforce female genital mutilation and thus had to leave a family member's home where she was staying as her address had become known by threatening family members. In another case, a woman who had been staying with her son had to leave this accommodation as her son's lease did not permit more than one person to live in the single room accommodation. Having no recourse to public funds, she approached her local church and church members took her in for a month at a time until she was referred

² 'Low needs' is used here in a relative sense; the Shelter is not set up to support individuals with severe mental health difficulties or active alcohol/substance misuse and so does not accept 'high needs' guests.

to SFTS. She spent approximately 12 weeks there before being transferred to a hostel and then a hotel, where she is currently staying. She has no timeline as to when her situation will change and is awaiting her legal case to be dealt with in order to establish her status in the UK. The third interviewee with NRPF was suffering from PTSD and was subsequently diagnosed with bi-polar disorder after receiving medical help through SFTS. His first stay in the shelter was the result of a referral from the Helen Bamber Foundation. This stay was suspended due to pandemic restrictions. When the restrictions were eased he returned to the shelter where he currently resides.

4.2 Guest experiences at SFTS

SFTS requires that potential guests are referred to the shelter. Referrals in the case of these interviewees came through church organisations or NGOs (e.g. The Manor, Streetlink, Citizen's Advice, the Helen Bamber Foundation). One interviewee was referred by his social worker and another by the local council. The length of stay ranged from 10 weeks, to 1 year. Two interviewees had stayed at the Shelter on two separate occasions (one for 2 months, and the subsequent stay - a year later was for one year; the second was the case where stay was interrupted by Covid-19 restrictions and after restrictions eased he subsequently returned).

Box 1: Other forms of help sought before coming to SFTS.

Residents had often sought help from other organisations before coming to SFTS. In the main, these were church organisations, but also other services in some cases. Usually, the organisations were providing meals or personal services, such as showers or laundry. A guest who had mental health difficulties had linked with psychiatric services in the NHS. Notably some guests had used informal systems of support while on the street such as showering in swimming pools, using the same park bench to sleep on every night, hiding their belongings in the same park corner each day and using libraries as a place of shelter during opening hours. The pandemic was very disruptive for the routine of guests as services like pools and libraries were closed. This was part of the reason that SFTS began providing a day service.

Entering the Shelter

After their referral, guests are given an appointment to attend a brief initial interview to assess their suitability for a place at the shelter (note that guests would usually have been pre-screened by the referrer, albeit informally, as being low threshold and thus suitable candidates for SFTS). A place was usually offered within a matter of days and, in some cases, on the same day. The ability to respond quickly was identified in the workshop as a key strength of SFTS. While a referral is usually required, one of the interviewees self-presented at the shelter and was given an assessment interview.

Upon arrival at the shelter for the stay, guests are shown around and rules of living in the shelter are explained (including health and fire safety). They are then provided with clean bed linen and a bed. Guests are given time to adjust and join in the evening meal. The atmosphere upon arrival was described by the guests as warm, welcoming, non-judgemental, easy going, and kind.

Life in the shelter

As noted earlier, the operations at SFTS have changed considerably in response to Covid-19. Given that both current and past guests were engaged, this section describes first the experience 'pre-pandemic' and then as it is currently.

Prior to the pandemic, the shelter operated from evening to early morning. This saw guests arrive after 6pm to be given an evening meal, and access personal services such as showers and laundry. The space in the shelter was reported to be bright and cheerful with lots of facilities for leisure such as pool tables, viewing devices such as television/Netflix and various board games. There are areas to relax, and private spaces to have chats with a case manager or to have counselling sessions. Case managers routinely spend time with each guest on goal setting and planning. Sleeping arrangements were dormitory style prior to the pandemic. After a night at the shelter, guests would rise early, have breakfast and leave the shelter for the day. They are then able to return at 6pm for the evening meal.

Since reopening with Covid adaptations in place, guests no longer have to leave the shelter during day-time hours. This means that guests have a safe place to stay during the day rather than being on the streets during lockdown. Guests have access to WiFi and computers during this time to assist with ongoing goal achievement. In addition to the daytime opening, the number of beds has been reduced and sleeping quarters have been partitioned to allow for more distancing. A number of other health and safety measures have also been introduced to make the Shelter more Covid-secure.

All guests, both current and past, spoke highly of the staff and volunteers. They felt respected and said that staff and volunteers did not judge them. They also said that time was always given for ordinary conversation. One interviewee described how conversations about ordinary life were encouraged rather than focusing solely on one's difficulties. Guests reported that this approach helped them de-stress and feel a degree of warmth, comfort, and normality. Many reported being treated like an 'ordinary' or 'normal' person was a key feature of being a guest in the shelter. They were humanised, in contrast to the dehumanisation that they felt while being homeless and sometimes in their contact with other services. Conversations with other guests were also reported as generally positive. Several guests said they had made good friends in the shelter. Two guests said that they maintained friendships outside of the shelter and been given permission to spend a night over at friend's homes if requested. Only one guest reported having difficulty with another guest which ultimately led to her leaving the accommodation. Relaxation through creativity, for example art, is also a key part of the way the shelter operates.

Interviewees said that provision of appropriate meals is given high priority in the shelter. Individual dietary needs are catered for and food safety and general hygiene is of a high standard. At times guest chefs come to the shelter to prepare and cook meals, particularly around holiday times.

Case management

Case management is a key part of the Shelter's work. Guests are assigned a case manager who helps with devising goals and plans for the future and supports the guest to implement these plans. Support was wide-ranging and included:

- Offer of counselling appointments
- Linking guests in with employment networks, including businesses that the Shelter has partnered with, and highlighting employment/volunteering opportunities
- ESOL classes (see Box 2)
- Help with CV preparation, personal statements and job application
- Help with applying for benefits or migrant applications
- Help with accessing legal aid for those with NRPF or for those fleeing domestic violence.
- Arranging medical appointments

Guests reported that case managers check in with them regarding their progress. Guests also reported that while the Shelter has limits on the length of stay, there is flexibility around these if a guest is showing progression in achieving goals but is not yet in a position to support an accommodation outside of the shelter.

Box 2: ESOL classes

SFTS offers ESOL classes for guests that have limited English language abilities. This helps to improve chances of finding meaningful employment or access to volunteering opportunities for these guests. It can also help guests to connect with others, thereby preventing isolation and helping them to integrate into society. The ESOL courses are particularly valuable for NRPF guests.

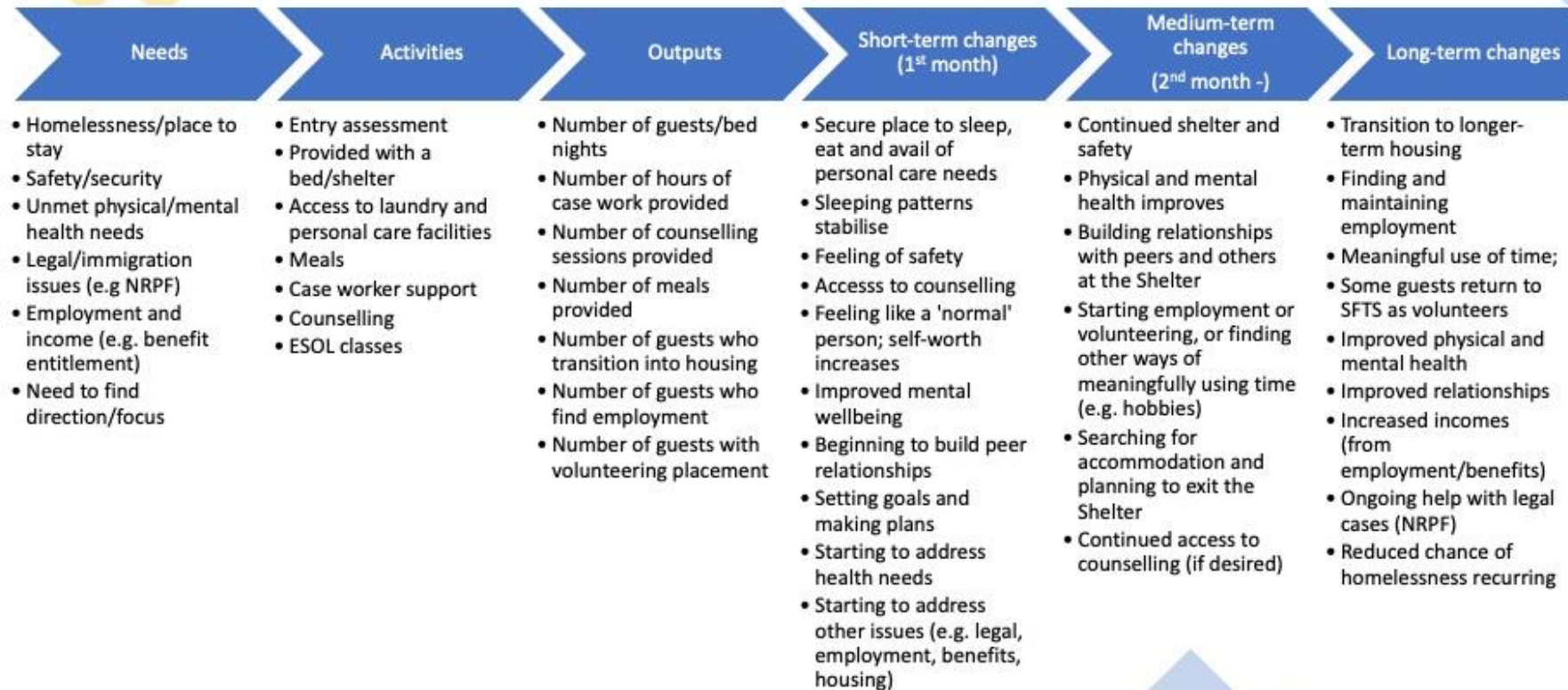
4.3 Outcomes for guests

This section maps out the activities guests engage in, and the changes that can result from these, in the short-, medium-, and long-term.

A summary is provided in Figure 1 overleaf. However, please bear in mind that every journey is different and, as such, guests will not necessarily partake in all of these activities nor experience all of the outcomes listed here. Some guests will exit prematurely before longer-term changes are able to be realised.

Moreover, for NRPF guests achieving positive outcomes is particularly difficult unless their immigration status in the UK is resolved. Transitioning into employment and housing, for instance, is not a realistic goal for the vast majority of these guests. This also means that many of the outcomes that we would expect to follow on from securing housing or employment (e.g. around wellbeing, physical health, mental health) are also unlikely to be realised.

Summary: Activities and outcomes at SFTS



Short-term: a safe place to stay and begin to address unmet needs

During the first month at the Shelter, guests will be settling into the Shelter and beginning to work with a case manager to make a plan. Interviewees reported improvements in their mental wellbeing and physical health, as well as increased safety/security and the formation of positive relationships with peers and others at the shelter. Table 3 summarises the activities and changes that might be observed in the first month.

Table 3: Short-term activities and changes

Activities	What this means	Outcome areas
Shelter and personal care	<p>Immediately guests are given a safe shelter and a clean place to stay at night-time with nourishing food and access to personal care facilities. During the pandemic, guests have also been able to stay during the day.</p> <p>Guests reported that having a place to shelter gave them the opportunity to improve their well-being and find the necessary head space to start planning how they were going to find accommodation and/or gain employment. Guests also reported positive physical benefits from being well nourished.</p>	Safety and security; basic needs (e.g. food, hygiene) met
Guests are assigned a case manager	Each guest is assigned a case manager who helps to identify the immediate needs of the guest. These may include sorting out access to benefits, signing up with a GP, guidance on searching for appropriate accommodation, guidance on job seeking and general well-being support. In some cases, guests are provided with direct contact with businesses that may provide apprenticeship opportunities for guests who want to pursue this. This valuable gateway provides a bespoke response to guests' needs, additional support/leniency, meeting between employer and SFTS to ensure responsiveness to any problems arising that affect the employment.	Physical health; mental health and wellbeing; employment; meaningful use of time; legal help

Access to counselling	Guests are given the opportunity to have counselling in the shelter once a week. Many interviewees (7/9) took this up and reported it being very helpful.	Mental health and wellbeing
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Starting to address needs and work towards goals	This involves guests going to any appointments they may have, medical or otherwise, going to libraries to research their accommodation and employment options, accessing legal help, or sorting out benefits/debts.	Physical health; mental health and wellbeing; employment; housing; income (benefits/debts); legal help
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ESOL classes	Guests are able to access ESOL classes to improve English language, if needed. This helps with improving employment chances and social integration.	Employment; income; wellbeing
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Medium term: ongoing shelter and case management

After the initial settling in period, the focus is on providing stability to enable guests to work towards transitioning into stable housing. Casework and ongoing counselling plays a key role in this, as set out in Table 4.

Table 4: Medium-term activities and changes

Activities	What this means	Outcome areas
Continued access to shelter and personal care facilities	As above	As above
Ongoing case management	Guests are checked on regularly to determine what progress they are making with their goals and plans. Case management is very much guided by what the guest wants and needs and plans may be changed along the way.	Physical health; mental health and wellbeing; employment; meaningful use of time; legal help
Ongoing access to counselling	The ongoing option of counselling sessions was perceived as very valuable by guests, allowing for therapy towards recovery from trauma they have experienced.	As above

<p>Support to find employment or maintain existing employment</p>	<p>Guests who are actively seeking employment, may find employment during this time, often with support from the case manager. SFTS has relationships with a number of businesses that can provide employment opportunities to their guests.</p> <p>Those who have a job already are enabled to maintain that employment by having a stable place to stay while they gather the resources required to find and secure accommodation that is suitable to their financial and other needs. Two interviewees that they were able to keep their job as a result of staying in the shelter.</p>	<p>Employment; income</p>
<p>Guests are encouraged to find some form of occupation</p>	<p>Guests who are not ready for employment are supported in finding some activity to occupy their time whether that be artistic, therapeutic or hobby based. Examples given by guests in the interviews included taking up art and design projects, creative writing, music outlets. In one instance a guest was taking up personal training sessions with a former guest who was donating such sessions to guests several times a week. Another guest who was interested in technical music was encouraged to volunteer at a local gig venue.</p>	<p>Mental wellbeing; meaningful use of time</p>
<p>Guests search for accommodation</p>	<p>Guests are helped to create an achievable housing plan. This may involve securing employment first or it may involve helping them with applying for housing benefits. Those in employment are supported in finding accommodation to suit their needs. Options are explored for those with NRPF.</p>	<p>Housing</p>
<p>Building relationships with staff, volunteers</p>	<p>Guests reported that the positive relationships they built with staff and volunteers as being very helpful to their general sense of well-being. They also</p>	<p>Mental health and wellbeing</p>

and fellow guests reported making friends with others in the shelter and benefiting from hearing about other peoples' experiences.

Guests with No Recourse to Public Funds are helped with sourcing legal aid	NRPF guests were helped with securing the aid of solicitors, make applications and ongoing case management to help them in their situations. As this process can be arduous and also tends to take a long period of time the support and expertise provided in this area is very valuable.	Legal issues; mental health and wellbeing
Ongoing access to ESOL	As above	As above

Long-term: exiting the shelter

The aim of the Shelter is to provide a temporary place of stability that enables guests to transition into longer-term housing that they are able to maintain. The casework support is a key element in achieving successful transitions by ensuring that needs around employment/benefits, health and so on are addressed.

As we noted earlier, successful long-term outcomes are difficult to achieve for NRPF guests due to their immigration status. In those cases, access to legal help and respite may be the most that can be realistically achieved, unless their legal situation is resolved. Even so, the interviewees with NRPF status nonetheless attributed significant value to the security and safety provided by SFTS as well as the assistance to gain legal support with their immigration status.

For other guests, the interviews pointed to longer-term outcomes in the following areas:

- Finding and maintaining employment
- Finding and maintaining housing
- Progressing in apprenticeship/training opportunities
- Improved physical health
- Improved mental health and wellbeing
- Meaningful use of time
- Improved peer relationships
- Increased stability of income (either through employment or as a result of sorting out benefit/debt issues)

4.3 Evidencing the Theory of Change (ToC)

The ToC was based on in-depth engagement with a small sample of SFTS guests. To evidence the extent to which these outcomes are occurring across a larger sample, survey tools were developed and implemented over a 12 month period from April 2021. The results of the quantitative data gathering are set out in the next section.

5. Findings

This section sets out the findings from the quantitative data and the economic analysis.

We first summarise the findings of the entry survey to understand who comes to SFTS, their backgrounds as well as needs. We then turn to the follow up surveys and SFTS database indicators to examine satisfaction with SFTS and the difference that SFTS makes to guests. Finally, we present the results of the economic analysis to show the value of SFTS's work.

5.1 Who comes to SFTS?

SFTS provides overnight accommodation for homeless individuals. Potential guests are screened to ensure that they have 'low needs' and can, thus, be adequately accommodated at the Shelter. This means that a current drug addiction or mental health crisis are exclusion criteria.

Around two-thirds of guests (65%) identify as men, with the remainder identifying as women. Ages are fairly evenly distributed between 18 and 60 (see Table 5). Nearly half of guests are Black African (see Table 6).

Table 5: Age (Entry Survey)

Age	Percentage
18-24	21%
25-36	25%
37-49	31%
50-60	17%
61+	6%

Table 6: Ethnicity (Entry Survey)

Ethnicity (in decreasing order)	Percentage
Black African	46%
Any other White background	19%
Mixed/multiple	8%
Black British	6%
White British	4%
Any other Asian	4%

Unlike many other Shelters in London, SFTS is not currently in receipt of Local Authority funding. This means that SFTS is able to set its' own entry criteria and can provide for individuals that have 'no recourse to public funds' (NRPF). It is not surprising,

therefore, that a third of the guests at entry were either asylum seekers, NRPF or had an 'unclear' immigration status (see Table 7). Only 27% of guests were UK citizens.

Table 7: Immigration Status (Entry Survey)

Immigration status	Percentage
UK citizen	27%
Indefinite leave to remain/settled status	38%
Visa that enables residency/work	2%
Asylum seeker/unclear status/NRPF	33%

Immediately prior to entry, just over half (55%) of guests were sleeping rough. The remainder were in some other form of temporary or informal accommodation, such as sofa surfing (6%), hostel/emergency accommodation (13%), or staying with friends/family (9%). The majority had been without a stable place to live for at least one month prior to coming to SFTS (see Table 8). A sizeable minority (28%) had been without a stable place to live for more than a year.

Table 8: How long have you been without a stable place to live? (Entry Survey)

Response	Percentage
Less than 7 days	4%
1-4 weeks	26%
1-2 months	28%
3-6 months	11%
7 months – 1 year	4%
1-4 years	15%
More than 5 years	13%

5.2 Satisfaction with SFTS

The surveys consistently found high levels of satisfaction with SFTS that corroborate the findings from the qualitative interviews with guests.

Table 9 shows the overall satisfaction ratings on the 2-month, Exit and Alumni (Past Guest) surveys, with average ratings consistently above 92 out of 100.

Table 9: Overall, how satisfied are you with Shelter from the Storm?

Statement	2 month	Exit	Alumni
Average Satisfaction (0 to 100)	92	97	95

Each of the surveys also asked guests whether there is 'any additional feedback or comment' they would like to provide. Box 2 gives a snapshot of some of the free-text responses, again pointing to the high levels of satisfaction with SFTS.

Box 2: Free-text survey responses

2-month Survey

Thank very much – I'm optimistic about the future

No, thanks for everything you have done for me and I'm really truly grateful for everything. Thanks

Appreciate to sfts...they are really saving me from the storm..god bless them..

Exit Survey

Thank you very good hospitality and good accommodation, volunteers very welcoming and very friendly

I want to thank everyone at the shelter for caring for me so well all this time. I was very frightened to be on the streets

Satisfied, I've lived here and I'm very happy. I would like a window open in the night but I'm very happy. during evening no problem. I move out now and i very blessed to stay here. I enjoy all the volunteers and Sheila and people who work here. it is a very useful activity as i used to stay on the street and I feel safe here, I feel like you are like family and it will stay with me along time. I feel less alone and dont think about my difficult situation. I wish that I can comeback one day with a big cake

Fantastic - the shelter has made such a difference to where I was when I arrived. I had no idea that places like this existed

The staff are really helpful in finding options for you to move on and be stable, very friendly also

Alumni Survey

They are an absolutely fantastic team that have so much love and support to offer

The Staffs are amazing and very polite and helpful. Full of Joy and encouragement on how to better your life outside the shelter. The chefs are always ready to help during the day and at nights. Night staffs makes sure we're all okay and also respond to any query asap. The shelter changed my life after hearing others stories, i don't smoke no more. Thanks to the experience and hopefully I can come back soon and offer my help and support at the shelter.

I have Shelter From The Storm to thank for the way my life completely turned around.I can honestly say I am the happiest I've been in over a decade

Im just so grateful for the help and support i recieved from the shelther from the storm all the volontiers were super nice and helpful .

At the time of being referred to SFTS,I was in despair. My life was going nowhere! Nowhere, until that faithful day, when I was referred to SFTS by CSTM. SFTS offered me a roof over myhead, food, clothes and many more positive support but the must important thing I was provided with was a renewed hope in myself. With SFTS, I had no worries about where tosleep, eat or clothe myself.With that kind of stability, I was able to address my main predicament, my immigration status and other related issues, like stress. In simple words, I was reborn in SFTS.

Satisfaction ratings by area were also generally high, particularly on the Exit surveys (see Table 10). The higher ratings on the Exit surveys than the 2-month suggests that some interventions (e.g. counselling, support with finding work) will take time to come to fruition and SFTS may want to reflect on this in respect of their policies around maximum length of stay.

Table 10: Satisfaction by area/service/intervention

Area	Rating	2-month	Exit
Quality of accommodation (Excellent=5, Very Poor=1)	Excellent	33%	53%
	Very Good	50%	20%
	Good	17%	27%
	Poor	0%	0%
	Very Poor	0%	0%
	W. Aver	4.17	4.27
Quality of food	Excellent	54%	60%
	Very Good	33%	13%
	Good	13%	27%
	Poor	0%	0%
	Very Poor	0%	0%
	W. Aver	4.42	4.33
Level of support available to meet your needs	Excellent	50%	60%
	Very Good	25%	33%
	Good	25%	7%
	Poor	0%	0%
	Very Poor	0%	0%
	W. Aver	4.25	4.53
Sense of safety	Excellent	50%	60%
	Very Good	21%	40%

	Good	25%	0%
	Poor	4%	0%
	Very Poor	0%	0%
	W. Aver	4.17	4.60
Relationships with staff and volunteers	Excellent	64%	93%
	Very Good	14%	0%
	Good	23%	7%
	Poor	0%	0%
	Very Poor	0%	0%
	W. Aver	4.41	4.87
Relationships with other guests	Excellent	38%	60%
	Very Good	33%	7%
	Good	29%	33%
	Poor	0%	0%
	Very Poor	0%	0%
	W. Aver	4.08	4.27
Support with finding housing	Excellent	33%	57%
	Very Good	8%	7%
	Good	46%	30%
	Poor	13%	0%
	Very Poor	0%	7%
	W. Aver	3.63	4.1
Support with finding work	Excellent	21%	40%
	Very Good	13%	20%

	Good	46%	30%
	Poor	21%	10%
	Very Poor	0%	0%
	W. Aver	3.33	3.9
Counselling support	Excellent	22%	55%
	Very Good	17%	18%
	Good	57%	27%
	Poor	4%	0%
	Very Poor	0%	0%
	W. Aver	3.57	4.27
Support with planning exit from Shelter from the Storm	Excellent	33%	70%
	Very Good	8%	23%
	Good	46%	0%
	Poor	13%	8%
	Very Poor	0%	0%
	W. Aver	3.63	4.53

5.3 What difference does SFTS make?

This section sets out the difference SFTS makes to guests in the key outcome areas identified in the Theory of Change: access to basic essentials, housing, work, health, mental wellbeing, and immigration.

For each outcome, the average value at entry is included to show distance travelled. In addition, attribution scales were included in the surveys to measure how much of a change is the result of SFTS. These asked respondents to rate, from 0 to 100, the amount of credit for the change they attribute to SFTS. These ratings are included wherever relevant.

It is important to bear in mind that the alumni survey will have a selection bias towards individuals with successful outcomes. Those returning to rough sleeping or other unstable arrangements are unlikely to have been contactable by SFTS for the follow up survey of past guests.

Access to basic essentials

At entry, the majority of guests did not have access to basic essentials, such as food, clothing and toiletries. During their time at the Shelter, these basic essentials are provided for them (see Table 11). The alumni survey suggests that for those with a positive move-on access to basic essentials is maintained even after leaving the Shelter, with the percentage lacking access to food falling from 63% at entry to 14% among past guests.

Table 11: Have you lacked access to any of the following five essentials in the past 3 months [Entry]/[Alumni]/since coming to SFTS [2 month/Exit]?

Basic Essential	Entry	2 month	Exit	Alumni
Food (have had fewer than two meals a day for two or more days)	63%	4%	0%	14%
Clothing and footwear (appropriate for the weather)	38%	4%	0%	5%
Basic toiletries (soap, shampoo, toothpaste, toothbrush, sanitary)	44%	4%	6%	0%
Access to facilities for personal care (toilets, showers, laundry)	48%	4%	6%	0%
Shelter (a safe place to sleep)	67%	13%	13%	10%

Housing

SFTS seeks to provide a period of transitional shelter so that individuals can secure stable accommodation. For a variety of reasons, including the severe shortage of affordable accommodation and sufficient access to support services, the sector as a whole struggles to achieve a high rate of exit from homelessness.

Considered within this context, the outcomes around housing for SFTS are considerable. Table 12 shows housing situations immediately prior to entry and the anticipated housing after exit. Rough sleeping drops from 55% to 13% and just over one-third move on to either Private Rental (27%) or Council/Social Housing (7%) after Exit.

Table 1: Housing situation prior to Entry / Anticipated housing situation after Exit (Entry & Exit Survey)

Housing situation	Entry	Exit*
Sleeping rough (street, tent, car, other)	55%	13%
Hostel/emergency accommodation	13%	33%
Sofa surfing	6%	0%

Council housing/social housing	0%	7%
Staying with friend/extended family	9%	7%
Residential care	0%	0%
Supported living	4%	13%
Prison	0%	0%
Family home	2%	0%
Private rental	0%	27%
Other	11%	0%

*What will best describe your living situation when you leave SFTS?

The survey findings are largely consistent with move-on data from the SFTS database for the past four years, which finds that 27% move on to a stable own home (Private Rental Sector, Social Housing, Supported Living) and a further 26% move on to some form of temporary or emergency accommodation (temporary/emergency, family/friends, refuge).

To measure attribution, guests were asked on the Exit Survey 'Overall, how much difference has Shelter for the Storm made to your ability to secure place to live (other than at the Shelter)?'. The average response was 86 (out of 100).

Work

One of the key areas that SFTS tries to support guests with is finding or sustaining employment. The survey found an increased percentage in full-time work (9% at Entry and 21% at Exit) and reduction of those not in employment, education or training (68% at Entry and 57% at Exit) (Table 13).

Table 13: Which of these best describes your situation in relation to work, employment and training?

Response	Entry	2 month	Exit
Full-time work	9%	13%	21%
Part-time work	13%	13%	14%
Studying	4%	0%	0%
Apprenticeship	0%	0%	0%
Other training	2%	4%	0%
Volunteering	4%	13%	7%

Not in work, education or training 68% 57% 57%

To gauge attribution to SFTS, guests were asked 'how much difference has SFTS made to your ability maintain or secure work, training or volunteering opportunities?'. The average response ranged from 54 (out of 100) at 2-months to 60 at Exit.

Physical Health

Guests at SFTS also report significant improvement in their overall health (Table 14). At Entry, 49% describe their health as 'good' or 'very good'. By exit, this has risen to 80% of guests.

Table 14: How would you describe your overall health at the moment?

Rating	Entry	2 month	Exit
Very poor	15%	0%	7%
Poor	9%	9%	0%
Fair	28%	18%	13%
Good	30%	27%	40%
Very good	19%	45%	40%
Attribution (0 to 100)	N/A	71	83

Guests also report increased access to health care, with the percentage stating that they are unable to access health care they need falling from 26% at Entry to 9% at 2-months and 0% at Exit.

Mental Wellbeing

Wellbeing was measured using the Short-Form Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS). Consistent with the qualitative feedback, there were substantial improvements across personal and social dimensions, with the average score rising from 21 (out of 35) at Entry to 28 at 2-month/Exit (Table 15). There is high attribution to SFTS for these changes, with an average attribution rating of 81 (out of 100) at the 2-month survey and 84 at Exit.

Table 15: Weighted averages for each SWEMWBS statement (None of the time=1, rarely=2, some of the time=3, often=4, all of the time=5)

SWEMWBS Statement	Entry	2 month	Exit
I've been feeling optimistic about the future	2.98	3.78	4.27
I've been feeling useful	2.82	3.73	4.13

I've been relaxed	2.50	3.90	3.87
I've been dealing well with problems	3.13	4.14	3.87
I've been thinking clearly	3.27	4.10	4.00
I've been feeling close to other people	2.56	3.64	3.80
I've been able to make up my own mind about things	3.72	4.45	4.13
Average SWEMWBS score	21	28	28
Attribution		81	84

Immigration status

Given the profile of SFTS guests, immigration is a concern for a significant number of guests. On the 2-month survey, 52% of respondents said they have an ongoing immigration issue. SFTS seeks to facilitate access to immigration lawyers. Of those with an ongoing immigration issue, 88% said on their Exit survey that they had received help while at SFTS. When asked how much difference this support had made to them, the average response was 88 (out of 100).

Safety

Personal safety is a significant concern for many homeless. It is not surprising, therefore, that there are substantial increases in how guests rate their personal safety immediately prior to entry and while at the Shelter (Table 16). Attribution to SFTS is high, ranging from 85 (out of 100) at 2-months to 93 at Exit.

Table 16: Personal Safety

How would you rate your personal safety?	Entry	2 month	Exit
Average response (out of 100)	47	83	92
Attribution		85	93

Alumni perspective: What difference did SFTS make to you?

The survey with past guests, while likely to be biased towards the experience of those with a positive move-on, provided an opportunity for assessing the relative contribution of SFTS to successful outcomes and the rate at which outcomes are maintained after exit.

Table 17 summarises how past guests assessed the difference SFTS made to them in different areas of their life and functioning. It shows that the biggest contribution was around 'finding a place to live', with 79% of respondents stating that SFTS had helped them 'a lot'. This was followed by mental wellbeing (65% selected 'a lot'),

confidence and self-esteem (64%), finding employment, volunteering or training (57%), personal safety (57%), and physical health (50%).

Table 17: Can you tell us which of the following areas Shelter from the Storm helped you with and to what extent?

Statement	A lot	A little	Not at all	N/A
Finding a place to live	79%	14%	0%	7%
Finding employment, training or volunteering opportunities	57%	21%	14%	7%
Sorting out benefits	39%	31%	31%	0%
Physical health	50%	29%	14%	7%
Mental wellbeing	65%	21%	7%	7%
Relationships with friends and family	29%	29%	29%	14%
Debt	0%	31%	46%	50%
Alcohol and substance use	0%	8%	42%	50%
Legal issues	29%	7%	36%	29%
Immigration	29%	7%	36%	29%
Personal safety	57%	21%	21%	0%
Life skills	50%	21%	21%	7%
Confidence and self esteem	64%	14%	21%	0%

5.4 Economic analysis

Both the quantitative and qualitative research found that the work of SFTS can result in significant – in some cases, transformative – changes in the lives of its' guests. As is the case with interventions of this nature, success is not achieved for all that enter the Shelter, but there is evidence of positive changes for a substantial proportion.

These positive changes hold value, first and foremost, for the individual whose life is improved. They also, however, hold value for wider society and for the State by reducing the costs associated with homelessness.

The purpose of the economic analysis was to assess the value of these benefits to individuals and the State and to determine the cost/benefit ratio for SFTS.

The economic analysis was conducted in line with SROI guidance. To avoid the Covid pandemic distorting results, the model is based on a typical year of operation. This means that output data from pre-Covid years relating to guest numbers and costs was used to adjust the model.

Two scenarios were calculated – a 'base case' and a 'highly conservative' case. Results are presented as a range, with a high degree of confidence that the 'true' value does not fall below the values in the highly conservative scenario. Full technical details are provided in the appendices.

The analysis finds that, as result of a typical year's investment, SFTS:

- Generates **benefits totalling between £1.99 million and £3.32 million.**
- Of these benefits, between £1.57 million and £2.58 million accrue to the individual and £422,565 to £744,443 accrue to the State.

In a typical year, SFTS has financial costs totalling £379,232. In addition, SFTS benefits from the contribution of nearly 300 volunteers, providing in total around 22,000 hours of unpaid work each year. In accordance with SROI guidance, this unpaid contribution is valued at £300,633, bringing the total investment cost (financial and non-financial) to £679,865.

A principle of SROI is to relate value of the benefits generate to the full – financial and non-financial – cost of the investment. For SFTS, this would result in a Social Return on Investment (SROI) ratio of between 1:2.9 and 1:4.9 (see Table 18).

However, in the case of SFTS the SROI ratio likely underestimates the true return for several reasons. Most significantly, there is considerable anecdotal evidence that SFTS volunteers experience substantial benefits themselves (e.g. finding better jobs, meeting new people, forming relationships). These benefits have value and should be included on the benefits side of the model and, in so doing, would 'cancel out' some of the higher input cost. Due to a lack of data, it was not possible to do this within the current study. It is our view, therefore, that including the cost of the volunteers on the input side without also valuing benefits accruing to these volunteers likely distorts the overall picture of SFTS's socio-economic impact.

For this reason, until SFTS has robust data on benefits to volunteers, a financial cost to benefit ratio provides a more accurate picture of socio-economic impact. To this end, considering the return on the financial investment, the ratio of costs to benefits is between 1:5.26 and 1:8.77. That is, every pound of financial spend yields benefits of between £5.26 and £8.77.

The most significant area of benefit for individuals is due to improvements in mental wellbeing, followed by employment and access to essentials (food, shelter).

For the State, value is derived primarily from the reduction in rough sleeping (86% of the State value) and reduced spending on benefits because of increased numbers in employment.

Table 18: Summary of economic modelling results

Scenario	Individual Benefits	State Benefits	Total Benefits	SROI Ratio	Cost benefit ratio
Base (most likely)	£2,580,372	£744,443	£3,324,815	1:4.89	1:8.77
Highly Conservative	£1,570,914	£422,565	£1,993,479	1:2.93	1:5.26

6. Conclusion

SFTS provides a quality service that is highly valued by its' guests. During the stakeholder engagement, several guests told us of lives transformed and all spoke of the warmth, commitment and respect of the staff and volunteers and the quality of the facilities.

Against the backdrop of a shortage of affordable housing and support services for homeless individuals, SFTS achieves meaningful outcomes for a substantial proportion of its clients. In terms of housing alone, around 27% of guests move into a stable 'own home' on exit and a further 26% move into temporary/emergency accommodation. Moreover, the support they receive at SFTS leads to significant improvements in mental wellbeing, physical health and can assist with finding and sustaining employment.

These changes hold substantial value for the individual and wider society. The economic analysis found that SFTS generates benefits totalling between £1.99 million and £3.32 million. The cost-benefit ratio is between 1:5.26 and 1:8.77, meaning that every pound of financial spend yields benefits of between £5.26 and £8.77.

Technical Appendix

In this section, we summarise the methodology for the economic modelling. This includes the data upon which we based the calculations, proxies used and other assumptions underpinning the model. Data to support these calculations are drawn from the entry, 2-month, exit and alumni surveys, as well as academic and grey literature and outputs from the SFTS database.

Key Model Assumptions

There are several high-level assumptions underpinning the model. These are as follows:

- To avoid the Covid pandemic distorting findings, the model is based on a 'typical year' of operation. This means that outputs, such as bed nights, number of guests, and number of meals served, are based on pre-pandemic years (FYE 20, FYE 19). Financial investment costs did not vary significantly between pandemic and pre-pandemic years. However, an average of FYE 20 to FYE 22 is used. Volunteer time was affected by the pandemic and so the number of volunteer hours pre-pandemic is used instead.
- We apply a 1.5% discount rate in line with Treasury Green Book guidance

Outcome incidence

The first step in an economic model is determining outcomes. For each material outcome area, incidence was based, wherever possible, on the difference between the entry surveys and exit surveys to ensure that 'distance-travelled' is captured. In some cases, due to the small sample size of the exit survey, data was triangulated with move-on data in the SFTS database.

Table 19 sets out the individual and State outcomes in the model and how each was measured.

Table 19: Individual and State outcomes, indicators and values

Outcome	Indicator	Value	Incidence
STAKEHOLDER: INDIVIDUAL			
Physical Health	Percentage increase between baseline and exit survey of those reporting 'good' or 'very good' health. Given the small sample size and likely selection bias in the exit surveys to those with 'positive move-ons', this is applied only to the 58% reporting a positive move on.	31%	42

Wellbeing	Increase in SWEMWBS between baseline and exit. As above, applied only to those with positive move-on.	8	134
Housing – stable own home	Percentage moved into PRS, social/council housing, supported living based on 4-year move on data (SFTS database)	27%	62
Housing – temporary	Percentage moved into temporary/emergency accommodation, refuge, staying with friends & family based on 4-year move on data (SFTS database)	26%	60
Work	Percentage supported into work (entry compared to exit)	13%	30
Legal	Number receiving legal support for their immigration issue (Exit survey)	88% (of those with an immigration issue)	105
Provision of basic necessities – shelter	Number of bed nights provided (SFTS database)	14685	14685
Provision of basic necessities – food	Number of dinners served (SFTS database)	15000	1500
STAKEHOLDER: STATE			
Housing – reduced costs of rough sleeping	Reduction in repeat rough sleeping between entry and alumni survey	30	30
Work – tax/benefits for moving into work	Number of individuals moved into work (based on individual work outcome above)	13%	30

Additionality

The next step is to consider the extent to which any change in outcome incidence is truly additional. In the absence of a control group, we do this systematically by assessing deadweight (i.e. what would have happened anyway without the intervention) and attribution (i.e. the extent to which the net outcomes were attributable to SFTS).

There is considerable uncertainty around deadweight. For this reason, we have modelled two scenarios. The first is the 'base case', which is the most likely scenario. In this scenario, we apply a deadweight of 20%. This means that the model posits that 20% of any changes would have happened anyway, even if SFTS didn't exist, and therefore must be removed in order to claim credit for only the value add of SFTS. The 20% figure is derived from the percentage of guests that indicated on the entry survey that they accessed other Shelters regularly prior to coming to SFTS. This suggested that for a proportion of guests other shelters were available and these may have enabled some of the outcomes to be realised anyway.

Given the lack of a control group and the uncertainty around this estimate of deadweight, we also model a 'highly conservative' scenario. In this scenario we double the deadweight to 40%. The highly conservative scenario is designed to give confidence that the true value created by SFTS is unlikely to fall below the value in the 'highly conservative' scenario.

Attribution is based on data from the exit survey where clients were asked to indicate – on a scale from 0 to 100 - the extent to which they attributed their outcomes to SFTS.

Economic value

Once we have the net incidence after attribution and deadweight, we ascribe a value to each indicator. Standard economic valuation techniques were used to value the benefit of each outcome for individuals and the State as set out in Table 20.

It was important to avoid double-counting. For example, in the case of housing, the value to an individual of having their own home is primarily in terms of wellbeing and health. As we have separately valued health and wellbeing within the model already, adding a further proxy for housing would constitute double-counting (note, however, that there is separate value to the State from reduced costs of homelessness and this is included in the model under the State).

Table 20: Net change and economic value by outcome (base case scenario)

Outcome	Net change	Proxy	Rationale	Source
STAKEHOLDER: INDIVIDUAL				

Physical Health	27	£3,250	QALY - Equivalent of moving from a health utility value of 0.52 to 0.65 (EQ-3D), multiplied by value of a QALY £25,000	Average QALY derived from midpoint of UK guidance (£20,000-£30,000) https://bit.ly/3E6ZtVJ
Wellbeing	90	£3,828	Life satisfaction valuation of changes in the SWEMWBS; value of movement from category 5 (baseline) to category 8 (exit)	Fujiwara et al. (2020) Mental Health and Life Satisfaction: The Relationship between the Warwick Edinburgh Mental Wellbeing Scale https://bit.ly/3z15Rrk
Housing – stable own home	43	£0	Value is captured in health and wellbeing proxies.	
Housing – temporary	41	£0	Value is captured in health and wellbeing proxies.	
Work	14	£14,380	Value of moving from unemployment into full-time employment, London (all new employment in surveys was full-time)	HACT Social Value Bank
Legal support	74	£600	Average cost of 3 hours of immigration lawyer	JE midpoint estimate o
Provision of basic necessities – shelter	11748	£29	Cost per night in a hostel	Big Issue https://bit.ly/3sXHlcA
Provision of basic necessities – food	12000	£10	Cost for basic dinner and breakfast	JE estimate

STAKEHOLDER: STATE				
Housing – reduced costs of rough sleeping	20	£9,189	Average annual local authority expenditure per rough sleeper	GMCA Unit Cost Database https://bit.ly/3LN094U
Work – tax/benefits for moving into work	14	£2,215	Value in tax and benefits to State as a result of move from unemployment to employment	GMCA Unit Cost Database https://bit.ly/3LN094U

Benefit period, drop off and total value

Once proxy values have been determined, the incidence is then multiplied by the proxy to arrive at an annual value per outcome. It is then necessary to project this into the future for the length over which benefits are expected to endure and to apply an appropriate drop off rate for the rate at which outcomes decline over this same period.

Estimates of the benefit period were informed by the alumni survey. This showed that, for those with a positive move-on, benefits in the following areas were maintained at similar levels to exit: housing (own home), wellbeing, and work. In these areas, a five-year benefit period was applied for relevant State and individual outcomes. In the 'base case' scenario, a 15% drop off was applied for Years 2-5. In the 'highly conservative' scenario, the drop off was doubled to 30%.

For the remaining outcomes, shorter benefit periods were used. The provision of shelter, food and legal support is a product of being at SFTS and so restricted to this period. Physical health was very similar on entry and in the alumni surveys, suggesting this is not well maintained after exit. As a result, a 2-year benefit period with 50% drop off is used for physical health.

All future benefits for individuals are discounted using the Treasury Green Book recommended rate of 1.5% to arrive at their present value. State benefits are discounted using 3.5%, also in accordance with the Green Book. This yields total benefit of £3,324,815 in the 'base case' scenario and £1,993,479 in the 'highly conservative' scenario.

Input costs

SROI guidance is to include full costs on the input side of the ratio.

For the financial investment, the average operating costs for FYE 20 to FYE 22 were used. This came to £365,225. The Holland Walk building costs and several other large projects (laundry room overhaul, kitchen refit) occurred during this period. An annual cost for these was calculated based on 40-year life of the Holland Walk building and

20 years for the laundry room and kitchen, resulting in annual figure of £14,007. The total financial investment in a typical year is, therefore, estimated at £379,232.

SFTS benefits from substantial volunteer involvement. In line with full cost recovery, this should be valued and included as an input. There were an estimated 21,944 hours of volunteer time in a typical year (based on pre-pandemic levels, SFTS database). This is valued at that hourly rate for volunteer time recommended by NESTA (£13.70) to arrive at a value of £300,633.³

The total value of inputs for SFTS is, therefore, £679,865 in line with SROI guidance.

However, in the case of SFTS, using the full cost approach may distort the socio-economic impact. Most significantly, there is considerable anecdotal evidence that SFTS volunteers experience substantial benefits themselves (e.g. finding better jobs, meeting new people, forming relationships). These benefits have value and should be included on the benefits side of the model and, in so doing, would 'cancel out' some of the higher input cost. Due to a lack of data, it was not possible to do this within the current study. It is our view, therefore, that including the cost of the volunteers on the input side without also valuing benefits accruing to these volunteers likely distorts the overall picture of SFTS's socio-economic impact and we also calculate a financial cost to benefit ratio.

³ https://www.powertochange.org.uk/wp-content/uploads/2020/06/Value_of_Volunteering_Working_Paper_Final.pdf