Sustainable long-term support

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Chief Executive, Emmaus UK
Background to Emmaus

- Emmaus supports formerly homeless people by giving them a home, meaningful work in a social enterprise, and support to get back on their feet
- Founded in Paris shortly after World War Two
- Brought to the UK in 1990
- 330 Emmaus groups in 37 countries worldwide
Emmaus in the UK

- 600 companions in 25 communities in the UK
- Seven groups working to develop new communities (Cornwall, Gateshead, Hull, Ipswich, Merseyside, South Wales)
- Emmaus Enterprises operating in East London and Redditch
Our approach

• Gives companions a purpose/meaningful activity
• Builds skills
• Restores work ethic
• Allows companions time to rebuild confidence or recover from addictions

• Allows companions time to rebuild confidence and/or recover from addictions
• Increases self-esteem
• Social enterprise means the community is sustainable
Emmaus companions

• Almost half were 25 or younger when they became homeless

• The most common factor contributing to homelessness was the breakdown of a relationship (36%)

• 81% report rough sleeping at some point and 10% were street homeless for more than two years

• 69% were using drugs and/or alcohol before joining Emmaus

• 46% had been involved with the criminal justice system in the two years before joining Emmaus

• 36% were experiencing depression or anxiety and 70% reported low levels of confidence
A long-term solution

- Offers a home for as long as someone needs it
- An individual approach – personal development support, training, skills development, companionship
- Meaningful activity – a chance to contribute
Our financial model

- Opening new community costs on average £1.5-£2.0m
- All communities start social enterprise prior to opening
- Takes on average 5 years to become financially self-sufficient
- Communities currently receive housing benefit, but working to reduce dependency on this
Work is important

• Everyone living in an Emmaus community works full time in our social enterprise
• Having meaningful work restores self-esteem that is often lost when someone becomes homeless
• Companions have access to a range of training opportunities
• Our social enterprises include charity shops selling second-hand and upcycled furniture, bric-a-brac and clothing. There are also cafes, removal services and gardening projects

“It makes me really proud when I manage to add value to the pieces we sell in the shop. That’s money that will help run our community and I am glad to be able to contribute.”

Stephen – Emmaus Glasgow
Lee’s story

• Became homeless after his relationship broke down
• Unemployed for 33 months before coming to Emmaus
• Regained self-confidence, rebuilt relationships with family
• Now working as a caretaker at a local school
• Lived at Emmaus Mossley during the first months of his job
• Now living in a place of his own, close to the community

"Emmaus has been great for me. It’s given me the chance to sort my head out"
Paul’s story

- Experienced many years of homelessness and substance misuse after growing up in the care system
- Companion at Emmaus on several occasions over a number of years
- Rejoined Emmaus Cambridge in 2010 after a period of serious ill-health
- Connected with the Emmaus ethos and has become a key member of the community
- Now deputy community leader and living in an independent flat with his son

“Living here gives me the opportunity to give something back”
When things don’t go to plan

- Emmaus works well for many, but individual circumstances can mean a stay at Emmaus can end badly
- If a companion’s behaviour is likely to have a negative impact on others we may have to ask them to leave the community
- That doesn’t mean they can’t come back to us and try again
- Sometimes, after years of living in a chaotic way, it takes a few tries to overcome challenges and sustain change
• All staff, companions and volunteers are encouraged to carry out acts of solidarity

• Helping those less fortunate than yourself

• Giving something back to your community

• Rebuilding self-respect

• Over 5,500 hours volunteered outside Emmaus in the past year
Andy’s story

• Arrived at Emmaus 10 years ago, after his marriage broke down and issues with alcohol addiction
• Has been involved with many solidarity activities in his community:
  o supports local charity for people with learning disabilities
  o manages community allotment and supports disadvantaged people to volunteer there
  o volunteers at local soup kitchen
  o mentors new companions
• Winner of national Emmaus solidarity award in 2013

“It means a great deal to me to give something back, as Emmaus has done so much for me”
## From multiple exclusions to social inclusion

### MULTIPLE EXCLUSIONS
- Chaotic Lifestyle
- Rough Sleeping
- Addiction
- Offending
- Mental Health Problems
- Negative relationships
- No experience of work

### Engagement
- Outreach
- Drop-in
- Trust building

### Dealing with Barriers
- Addiction
- Housing
- Mental health
- Confidence
- Criminal Records

### Skills
- Literacy
- Numeracy
- Social skills
- Communication
- Customer service
- Meaningful occupation
- Team work

### Qualifications & Education
- Food hygiene
- Manual handling
- Level 1
- Health & safety
- First aid
- College courses

### Work Placements
- Voluntary work tasters
- Longer placements
- Apprenticeships

### Supported Employment
- Paid work
- ILM
- Support with job ready skills

### Mainstream Employment
- CV Writing
- Interview practice
- Support
- Intro to employers
- Matching skills development with employers needs

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The Emmaus journey

Adapted from Mark Richardson, 2013
A survey of companions living at Emmaus communities across the UK showed:

- **46%** of companions who come to Emmaus, do so because it offers them the opportunity to work.
- **82%** of companions who have lived at Emmaus for a few months say the opportunity to work has been most beneficial to them.
- **82%** of companions say having something to do every day is beneficial to them.
- **68%** of companions appreciate the routine.
- **68%** of companions find being part of a community to be a real benefit to them.
Our social impact

For every £1 invested in an Emmaus Community, £11 are generated in social, environmental and economic returns (Just Economics, 2012).

![Pie chart showing the following percentages:]
- Physical health: 25%
- Mental health: 12%
- Addictions: 22%
- Crime: 13%
- Employment and finance: 9%
- Other: 2%
- Accommodation: 14%
- Relationships: 3%
Our plans for the future

• Commitment to grow to 750 places by 2017

• Several communities, including Brighton and Lambeth, contracted by local authorities to provide furniture and white goods for people in hardship

• Exploring social investment models to fund our growth and provide future opportunities for companions
Emmaus Enterprises

- UK-wide trading subsidiary established in 2012
- Aims to develop new, national enterprises and increase the federation’s self-sufficiency
- Creating employment and training opportunities for companions and other disadvantaged groups
- Two projects currently in place
  - Reuse and recycling hub in East London
  - Textile recycling plant in West Midlands
Thank you

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