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**SHUSU**  
Sustainable Housing &  
Urban Studies Unit

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# The Impact of the Livelihoods Training Project: Findings from the Evaluation

Dr Mark Wilding  
Reader in Social & Public Policy  
Associate, SHUSU  
University of Salford

# AIMS AND OBJECTIVES

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## Aim

To document and evaluate the operation of the *Project* and its impact on DWP staff, customers and participating community partners

## Three linked objectives

- Understand how the *Project* was delivered and the factors affecting success
- To set out the difference the *Project* made in terms of quantitative and qualitative impact
- To provide an assessment of how the benefits relate to the costs

# METHODS

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Mixed methods evaluation:

## Quantitative data

- Surveys of DWP staff
- Surveys of DWP customers
- Economic data relating to the *Project*

## Qualitative data

- Facilitator notes
- Two case studies (inc. DWP staff and customers)
- Consultation with strategic stakeholders
- Consultation with DWP staff actively using the tools
- Consultation with community partners

# FINDINGS: SURVEY DATA

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## Oxfam survey (N=493)

- Gains for ‘awareness of poverty’ (3+); ‘supporting customers’ (2.4+); ‘using livelihoods approaches in work’ (2.4+)
- 423 (86%) reported new ideas on improvements to ways of supporting customers

## DWP survey (N=90)

- Relatively high responses for awareness and livelihoods (7.2+)
- 21 (23%) reported new ideas on improvements to ways of supporting customers

## Customer survey (N=87)

- Positive (4+) but little difference from views of general level of support from Jobcentre

# FINDINGS: ECONOMIC ANALYSIS

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- Focused on improvements to customer autonomy; control & aspirations; improvements in staff morale
  - Attempted not to over claim
    - 39% of staff trained
    - 22% reported being able to use the tools in their work
    - 8% customer engagement estimated
    - Optimism bias correction; lag/drop-off; deadweight
  - Public (social value) ROI of £5.31

# FINDINGS: QUALITATIVE DATA

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*When you're doing the training and it is that engaging, you start to think about the customers that you have back at the office that you could possibly use this with*  
(DWP staff member)

# FINDINGS: QUALITATIVE DATA

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*I think for us as well it's humanised the [DWP] service and people who work in it, and helped us and partners to understand some of the challenges and the barriers that they face to working with people in a different way (Oxfam strategic stakeholder)*

# CONCLUDING COMMENTS

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## Positive impact:

- Increased awareness of poverty
- Progress with customers where had been prior difficulties
- Perception that the tools enhanced existing approaches

## Barriers:

- Time constraints and organisational barriers
- Personal barriers i.e. staff confidence, perceived difficulties

## Moving forward:

- Continued staff 'buy in' as vital for embedding the tools
- Need for regular learning and development opportunities
- Key role for 'leads'

# Thank you

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1967 - 2017 50 YEARS

## Contact:

[m.a.wilding@salford.ac.uk](mailto:m.a.wilding@salford.ac.uk)  
0161 295 6632