

Brent Outcome Based Reviews

The story so far....

Resources and Public Realm Scrutiny Committee | 5 September 2017

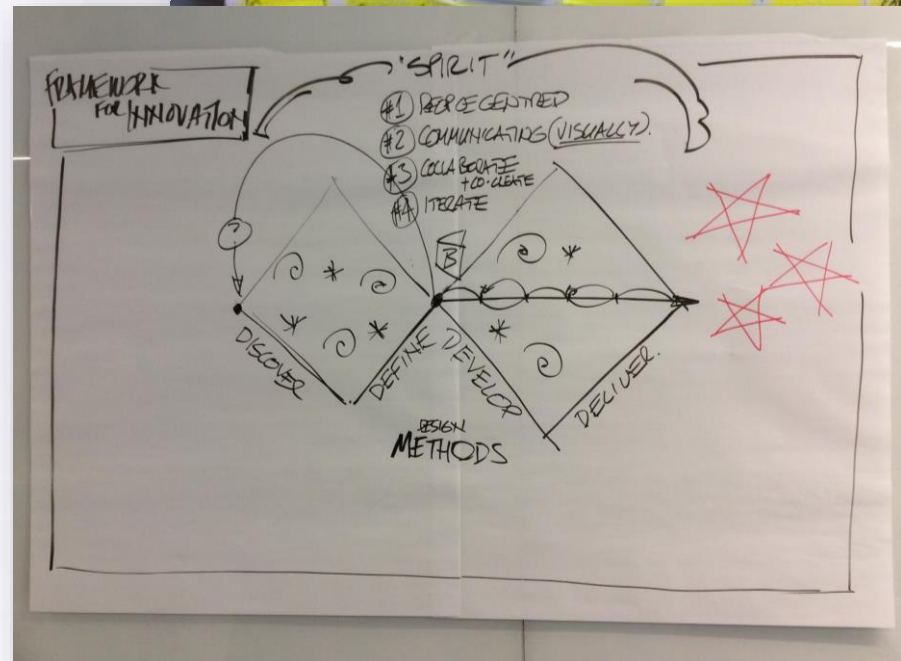
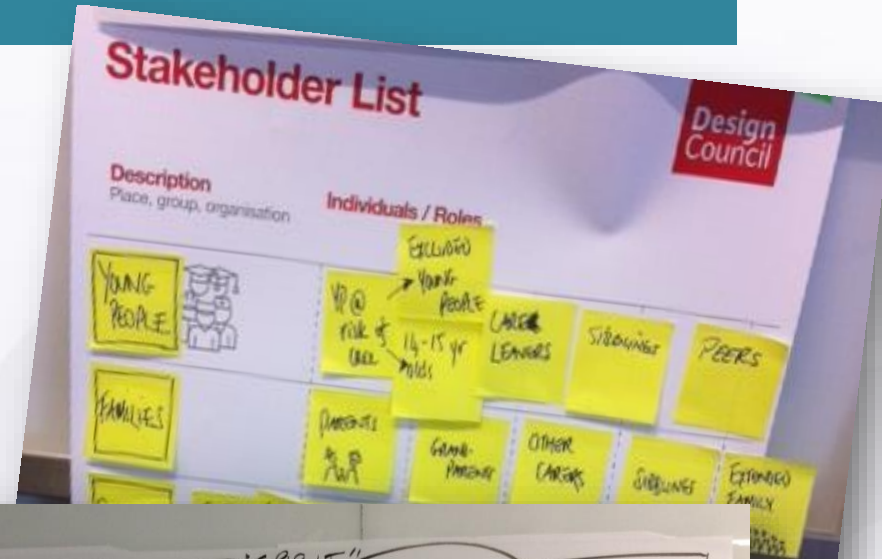
Aim

- Update you on outcomes and learning from first three OBRs
- Update you on progress with the gangs and domestic abuse OBRs
- Share early insights and gather your thoughts
- Discuss next steps

OBR: our approach

Four stage design framework:

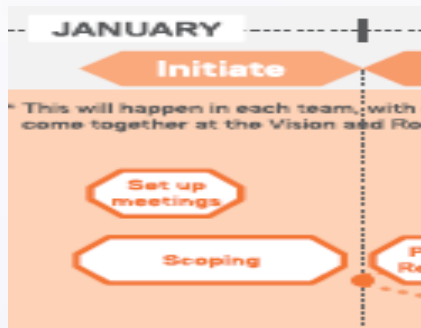
- **Discover** more about what is actually being delivered and gather new perspectives
- **Define** a vision for future arrangements and generate ideas to take forward
- **Develop** the new ideas and agree an approach and plan for testing
- **Deliver** and test new model(s) and build a business case based on learning



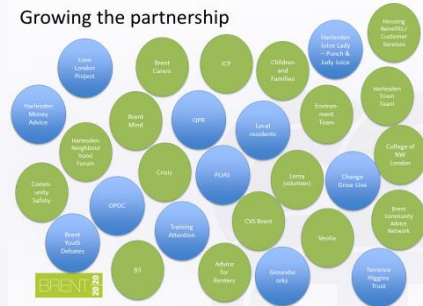
Update on 2016 OBRs

- Carried out first set of OBRs in 2016 focusing on Housing for Vulnerable People, Employment Support and Welfare Reform and Regeneration (physical, environmental and social).
- In 2016 this was a new approach for the Council, adopting a design-methodology and working with a wide range of stakeholders to reimagine ways of working and jointly develop and test solutions.
- The OBRs brought together a range of stakeholders and generated a number of ideas to try something different in response to the key insights from community research.
- This included the design and testing of a community hub model in Harlesden and a number of new projects including single homeless assessment pathway, town centre managers, commissioning short term accommodation and redesigning disabled related adaptations processes from a customer perspective. The Change Team are working closely with service areas to deliver these.

Learning from 2016 OBRs



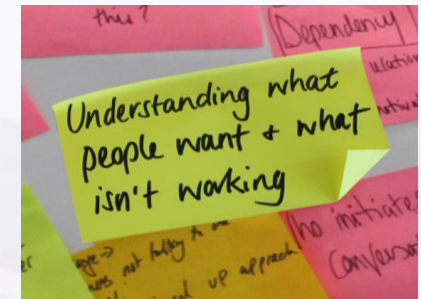
Ensuring the scope is right



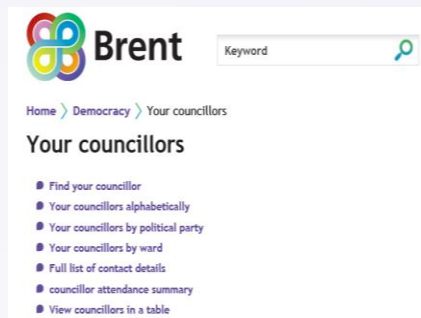
Building and sustaining relationships



Working in a more
joined up way



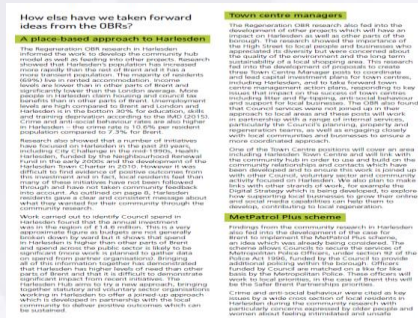
Taking time to
focus on the
'discover' phase



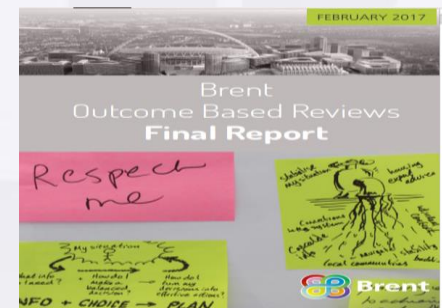
Elected Member engagement



New capabilities, skills
and expertise in using
design methods, tools
and techniques



Capacity to deliver OBR projects



Continued sharing
of knowledge and
skills

2017 OBRs: our focus

Building on the learning from the first set of OBRs, we've established three new OBRs following a design methodology: **Domestic Abuse**, **Edge of Care** and **Gangs**

Our challenge:

OBR: Domestic Abuse

- How do we increase the number of victims and perpetrators who are able to access early intervention and support to prevent reoccurrence?

OBR: Edge of Care

- How to support young people at risk of becoming LAC safely in the community?

OBR: Gangs

- How do we reduce levels of gang related offending?

Discover phase – what have we been doing?

- Data collection
- Service mapping
- Ethnographic interviews
- Focus groups
- Community research
- Interviews with professionals and experts
- Horizon scanning

Next steps

Complete discover stage:

- More community and professional research including ethnographies, focus groups with perpetrators, professional interviews with other services
- Horizon scanning
- In-depth case analysis
- Financial modelling

Visioning:

- Joint visioning day across three OBRs: 4th October 2017

Develop and test:

- Developing and prototyping