

## HUB MODEL – DRAFT OUTCOMES FRAMEWORK

The network of hubs sets out to deliver the following objectives:

Manifesto Priority	Hub network objectives		How will this be delivered?	Outcome	Proposed indicator	Longer-term impact	
						Social	Economic <i>Source: New Manchester New Economy Model unless stated otherwise</i>
The hub objectives will contribute to the following priorities set out in the 2018 Brent Labour Manifesto:  <b>A future built for everyone, an economy fit for all</b>  <b>A borough where we can feel safe, secure, happy &amp; healthy</b>	O1	<b>To bring local organisations together to ensure that residents can access the support they need within their community.</b>	Providing opportunities to build new partnerships, bringing local organisations together to work alongside each other, shaping the offer to meet local needs.	<ul style="list-style-type: none"> <li>Local community-based organisations are empowered to support local people</li> <li>Organisations are connected and work together to build relationships with the local community and each other.</li> </ul>	No. of partners working in hubs No. of organisations applying for BAF grants and support from BCAN	The ability for organisations to support local people, working in a more joined-up and effective way to respond to local needs and attract funds	BAF grants awarded between £10,000-20,000
	O2	<b>To support individuals with the most complex needs and address needs / issues which prevent them from moving forward with aspects of life.</b>	Delivering a holistic approach, facilitating connections with a range of support advice.	<ul style="list-style-type: none"> <li>People supported through hubs are able to keep their home</li> <li>People supported through hubs are able to find and sustain work</li> <li>People supported through hubs address their debts and money issues</li> </ul>	No. of people supported to secure / sustain housing	Avoiding homelessness and reducing the potential related impacts of homelessness of finding a job, maintaining relationships and staying healthy	£2,724 = average one-off and on-going costs associated with statutory homelessness  £117 = average weekly cost of housing a homeless household in hostel accommodation  £8,605 = average annual local authority expenditure per individual rough sleeper
					No. of people supported into work	Reducing the potential related impact of unemployment for individuals and communities including health, housing, debt and social isolation.	£10,321 = Fiscal and economic benefit from a workless Job Seekers allowance claimant entering work  £9,091 = Fiscal and economic benefit from a workless ESA claimant entering work  £7,972 Fiscal and economic benefit from a workless Income Support claimant entering work  £4,637 = Not in Employment Education or Training (NEET)

							Average cost per 18-24 year old NEET
					No. of people provided with debt and money advice	Reducing the potential related impact of unmanageable debts on financial exclusion, family breakdown and poor physical and mental health.	<p>£490 = cost of financial exclusion per low income household in UK<sup>1</sup></p> <p>£47 billion = ongoing annual cost of family breakdown to the UK economy <sup>2</sup></p> <p>£977 = Average cost of service provision for adults suffering from depression and/or anxiety disorders, per person per year</p>
	O3	<b>To provide early intervention in cases where individuals may not have the knowledge, confidence or ability to access help through mainstream services.</b>	Through access to a range of support in the community delivered in a welcoming, relaxed environment and tailored to individual needs.	<ul style="list-style-type: none"> <li>People get the support they need early</li> <li>Issues do not escalate</li> <li>Reduced long-term reliance on public services</li> </ul>	No. of hub contacts:  Debt/Money Management  Housing  Homelessness  Language/Literacy Skills  Employment  Digital Inclusion  General Advice	A decrease in the need for statutory services and improved well-being	<p>£117 = average weekly cost of housing a homeless household in hostel accommodation</p> <p>£1,626 = Children in Need - average total cost of case management processes over a six month period</p> <p>£10,321 = Fiscal and economic benefit from a workless claimant entering work</p> <p>£977 = Average cost of service provision for adults suffering from depression and/or anxiety disorders, per person per year - fiscal</p>
	O4	<b>To support individuals to build their resilience and ability to seek solutions to the challenges they face through a number of means including volunteering.</b>	Through assisted self-serve and providing learning and development opportunities and skills and knowledge exchange. Building a team of volunteers from the local communities to offer	<ul style="list-style-type: none"> <li>People feel more independent</li> <li>People develop new skills</li> <li>People are confident and able to self-serve</li> </ul>	No. of people accessing assisted self-serve in hubs No. of volunteering opportunities available No. of	An increase in resilience and self-confidence, with people enabled to self-serve and deal directly with agencies	<p>£8.62 = Avg. cost of delivering local government services face to face</p> <p>£2.83 = Avg. cost of delivering local government services via telephone</p>

<sup>1</sup> University of Bristol: Personal Finance Research Centre, *The poverty Premium: when low-income households pay more for essential goods and services*

<sup>2</sup> Relationship Foundation *Counting the Cost of Family Failure: 2016 Update*

<sup>3</sup> Government Digital Service, *Research and Analysis: Digital Efficiency Report*, Published 6 November 2012

			support to others and upskilling to increase their opportunities for employment.		volunteering opportunities converted into placements		£0.15 = Avg. cost of delivering local government services online <sup>3</sup>
					No. of hub volunteers who go on to secure employment		
	05	<b>To offer opportunities for local people to participate in and contribute to a programme of community and cultural activities.</b>	A programme of community and cultural activities, linked to the Borough of Culture 2020.	<ul style="list-style-type: none"> <li>People feel better connected, develop new relationships and feel less lonely</li> <li>People live healthy and happy lives</li> </ul>	No. of people attending activities	Reduced social exclusion and the related impact on health and well-being	1,700 = cost per person per year suffering from social isolation. <sup>4</sup>
					No. of Brent residents engaged in delivering activities		£6,000 = cost per person over 65 suffering from social isolation <sup>5</sup>
	06	<b>To support capacity building in the local community and voluntary sector.</b>	A quality assurance role carried out by the hub, supported by opportunities for local organisations to share knowledge and expertise and to develop new ways of working.	<ul style="list-style-type: none"> <li>Local organisations have the knowledge and expertise to respond to local needs</li> </ul>	No. of partners working in hubs	Increased sustainability and the ability for organisations to support local people, working in a more joined-up and effective way to respond to local needs and attract funds	£13,500 = economic value of frequent volunteering per individual volunteer per annum <sup>6</sup>
					No. of organisations applying for BAF grants and support from BCAN		

<sup>4</sup> London School of Economics and Political Science *Making the economic case for investing in actions to prevent and/or tackle loneliness: a systematic review*, September 2017

<sup>5</sup> London School of Economics and Political Science *Making the economic case for investing in actions to prevent and/or tackle loneliness: a systematic review*, September 2017

<sup>6</sup> Department for Working Pensions *Wellbeing and Civil Society: Estimating the value of volunteering using subjective wellbeing data*, 2013