EHHCH Appendix 3 [Community Outcomes]

The following community outcomes framework maps the 'community aims' against programme aims. It should not be seen as a checklist of requirements but rather as an indicative list of the types of activities, indicators and outcomes which Ernest Harriss House Community Hub should deliver, and continue to develop. It should be read in conjunction with EHHCH Appendix 1 [Priorities].

CH programme aims	Community aims	Indicators	Measure	Proposed activities
a) More resilient communities with lower health inequalities	1. Addressing health and well-being, for example through mental health support (including access to green space) and accessible health services and facilities 2. Increasing safe spaces, for example social spaces for community gatherings or a one-stop-shop for support services and mentoring 3. Establishing community support services, e.g. noticeboard/glossary for sharing existing resources, social prescribing or legal services, safe spaces and shelters for vulnerable people, and support for newcomers	Increase in community connections and social capital	Level and/or % increase in no. of social contacts and new connections between hub users	
		Improvement in health and quality of life outcomes	Level and/or % increase in self-reported, locally identified (including service-specific*) health & wellbeing, happiness and/or life satisfaction scores	
		Increase in community activity participants and hours	Level and/or % increase in no. of participants and no. of hours of community activities delivered	
		Level and % increase in activities contributing to increased employability	Level and/or % increase in activities contributing to increased employability	
b) Better access to services & support		Increase in footfall	Level and/or % increase in hub/s usage	
		Increase in service engagements*	Level and/or % increase of engagements with services	
		Level/type of signpostings	Level and/or % increase/analysis of signpostings	
		Service delivery efficiencies	Level of time savings for staff in delivering services	

		to the area, including maps/resources		Level of time savings for residents between services	
			Improvement in customer satisfaction and feedback	Level and/or % increase in customer satisfaction scores, including on 'issue resolved'	
c)	Better relationships between WCC and/within communities	4. Community activities and facilities, for example creating accessible space for people to get online, more free community events and exercise activities, providing spaces for young people and promoting intergenerational learning and skill-building workshops	Increase in trust within/between communities and WCC	Level and/or % increase in trust within/between communities and WCC	
			Increase in community representation and involvement in decision-making and management	Approach, level and/or % increase in community representation and involvement in community hub decision-making, management and governance	
			Increase in partnerships, collaborations and joint projects	Level and/or % increase in new partnerships and joint ventures	
d)	Stronger voluntary sector and civil society	5. Enhancing housing and affordability, in particular affordable housing with family-sized homes and lowering the cost of living, and a more diverse range of shops	Increase in usage of affordable space by community groups and VCS organisations	Level or % increase in use of free or subsidised space (as % of overall hub/s capacity), not including council use	
			Increase in numbers and types of organisations using spaces	Level or % increase in number and diversity/type of organisations using hub spaces	
		6. Improving the environment, for example by supporting sustainability projects and initiatives and increasing green and food-growing spaces to combat pollution	Increase in community activities, events, projects and initiatives	Level or % increase in activities, events, projects and initiatives delivered	
			Increase of support for local organisations	Level and quality of support received by local organisations through hubs	
e)	Improved inclusion, environmental and financial sustainability for the council		Increase of diversity and representation in participation and delivery of programmes	Level and % increase in users, volunteers and staff who belong to underrepresented or marginalised groups	

	7. Enhancing awareness and access, for example by promoting community activities and proactively providing information about services for easy access to resources and support		Level and % decrease of emissions, energy, water and waste saved or reduced by community hubs compared to conventional buildings and operations (specific carbon reduction and/or energy efficiency measures to be refined)	

Notes on Expectations

Appropriate room hire rates

Consider language barriers

Consider partnerships and sponsorships (with corporates) for revenue generation

Consider registration/sign-in requirements/approach

Continuously review and mitigate costs

Continuously review demand and activities

Develop a clear mission statement (against which objectives and indicators can be identified and used for monitoring and evaluation)

Diversity monitoring

Health & safety monitoring

Identify regularity of monitoring and reporting, and mechanisms (e.g. surveys, footfall)

Publish programme far in advance

Reception: clear, welcoming presence