



Co-operative Councils

Innovation Network

COMMUNITY

Brent Council

Brent Hubs

Brent Hubs aim to build resilience into local communities; reducing long term dependency on services. They offer alternative ways for Brent residents to connect with local organisations and each other, to access information advice and support, and to use community space to develop ideas and activities that enhance the local area.

The Brent Hubs model was conceived and developed through system-wide reviews of cross-cutting issues, including housing, employment and regeneration. The reviews used a range of community research and engagement techniques to understand issues and challenges and use design-led methodology to create something different: a new way of partnership working that provides responsive local services and activities tailored to local needs.

Since the launch of the first Brent Hub in Harlesden in 2017 the model has gone from strength to strength, with five further Hub locations now operational across the borough; bringing together partners from over 50 organisations to work alongside council services through a joined-up, early intervention approach.

Brent is one of the most diverse places in the country; it was the first local authority in the UK to have a majority black, asian and minority ethnic population and is home to speakers of 149 different languages. The Hub model is now established as a key local asset that successfully supports the diverse needs of Brent's unique population.

The value of the agile Hub model has been repeatedly demonstrated throughout the different stages of pandemic, which required a rapid transition to a remote service offer to support those most in need. The virtual hubs became a cornerstone of the council's response to proactively supporting residents on the Shielding and Clinically Extremely Vulnerable lists, as well as supporting people accessing local testing sites.

Over a six month period the hubs dealt with over 5,000 enquiries, the majority of which directly related to Covid. This included 3,000 foodbank referrals and 1,500 resident referrals from testing sites.

The learning from the pandemic will help shape the next phase of the Hub offer, which will include introducing further new core locations, as well as the development of satellite and outreach services.



For further information contact:

Mo Jama

Brent Hubs Manager – Brent Council

mohammed.jama@brent.gov.uk



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E: comms@councils.coop | **T:** [@CoopInnovation](https://www.coopinnovation.co.uk) | **W:** [councils.coop](https://www.councils.coop)