



**Brent Council**

**Employment and Skills  
Outcomes Based  
Review (OBR)**

**Final Report –  
Executive Summary**

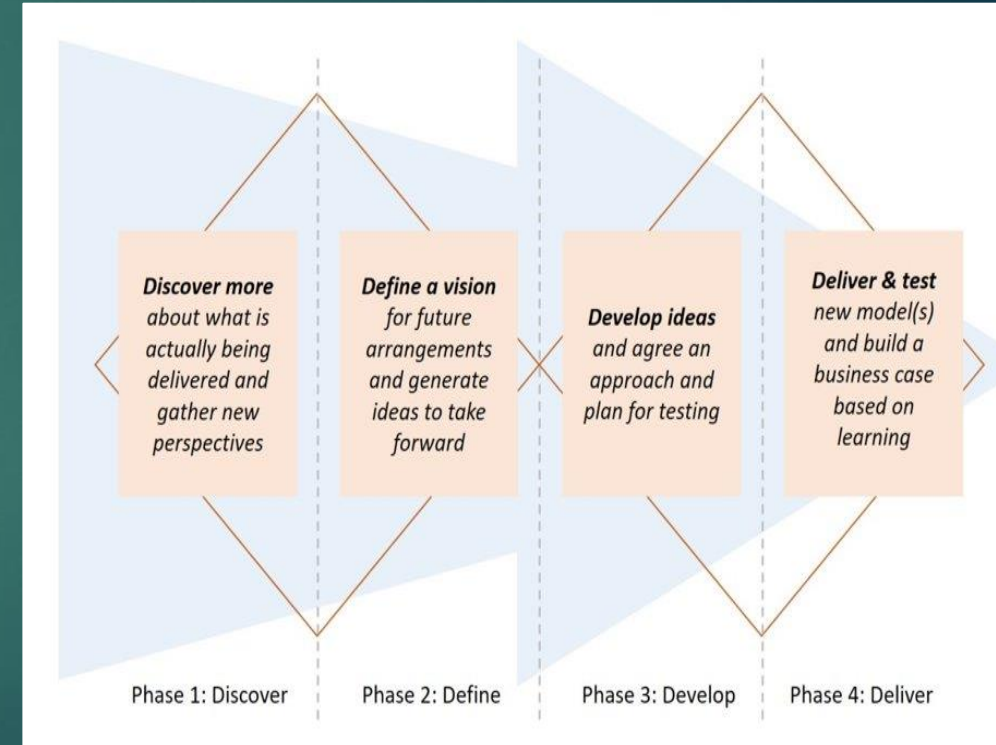
# Employment and Skills Outcomes Based Review (OBR)

## Our Aims and Outcomes to Achieve:

- To develop a better understanding of the key barriers and support offers required to access employment and skills in Brent through an Outcomes Based Review model.
- To conduct enhanced stakeholder engagement and collaboration throughout the Outcomes Based Review with community engagement and hosting expert stakeholder workshops i.e. Visioning Day event to identify and develop improved opportunities.
- To enable residents to better support themselves through employment and continue to upskill to access opportunities.
- To align opportunities emerging from the OBR with ongoing work around the Cost-of-Living programme, by supporting residents to be more financially resilient and better equipped to deal with pressures relating to the Cost-of-Living crisis.

## The Framework:

- Outcomes Based Review (OBR) approach which exists as a cross-council and cross-organisation review process, which brings together diverse groups of stakeholders to develop new approaches and solutions to cross-cutting issues.
- Approach enables stakeholders to collaborate using design-led methodologies across 4 phases: Discover, Define, Develop and Deliver



# Outcomes Based Review Phases

## Discover:

Develop a detailed understanding of the current Employment and Skills landscape, with a focus on identifying cohorts and communities in need and understanding their challenges.

*We conducted the following workstreams:*

- Data Collection and Analysis
- Community Research and Engagement
- Horizon Scanning
- Service Mapping

## Define:

Using insights gathered during the discovery phase, the define phase was focused on collating these insights and identifying key barriers for stakeholder discussion at the Visioning Day event.

These insights and barriers include:

- Stonebridge Business Insights
- Current Service Offers
- Community Engagement Insights
- Barriers of language and qualifications, health, finance and digital, lack of childcare provision and opportunities for young people.

## Develop:

Sharing our insights with internal and external stakeholders to discuss and develop prototype solutions.

*We achieved this by:*

- Hosting a Visioning Day event with 50+ stakeholders conducting a series of activities to brainstorm and develop solutions.
- Attendees reflects on insights, sharing their expertise and utilised innovation to produce community-informed ideas to support employment and skills opportunities.

## Deliver

Utilised expert prototype ideas to implement and deliver opportunities for residents.

*The delivery:*

- Delivery of the Community Wellbeing Service at New Horizons – with improved understanding of CWP users needs, we ensured inclusion of E&S services within the new location.
- Exploration of collaboration with NWL Health and Social Care – establishing a partnership with the NWL Skills Academy to identify residents and support their process in gaining employment.



# The Impact

As part of the previous Cost-of-Living programme, Community Wellbeing Service (CWS) is now located in the New Horizon Centre. This service is managed and run by Sufra NW London – a local food aid organisation - , supporting users with improved access to opportunities and resources. The OBR insights contributed to understanding CWS users' employment and skills needs and offers, co-locating services within a single space alongside partners organisations.

The insights and impact has delivered the following current and potential opportunities:.

- The New Horizon Centre opened in January 2025 and has since upscaled to a full 5 day per week service aiming to provide enhanced support for residents with co-location of services.
- The Community Wellbeing Service membership length is now 6 months, extended from a previous 3 months, to further improve outcomes and work readiness for members accessing the service.
- The Council's education and employment services Brent Start and Brent Works support the scheme, with regular on-site presence, providing support in CV writing, access to courses and training opportunities and additional employment and skills advice.
- The Community Wellbeing Service offers a large number of volunteering opportunities and for some, the volunteering is used as work experience for future employment with Sufra as references.
- Refurbishment of the site included the creation of a new IT suite to support with digital skills and training, as well as a kitchen for hospitality training. Although this phase is still underway, it directly addresses key findings of the Employment and Skills OBR and once completed, it will improve opportunities for CWS users .
- The first cohort of service users are due to complete their 6-month membership soon. Ongoing measuring of the impact of the CWS, including work readiness of members, will be collected from surveys at the start and end of all memberships.



# CCIN Values and Principles



## Co-production

- Community engagement was essential to gain insight and produce a co-productive product to meet community needs.
- Working with residents to understand their needs and enable them to be partners in designing appropriate solutions.



## Enterprise and social economy

- Continuous collaboration with key community partners was essential to ensure enterprise and social economy.
- Throughout the OBR process and particularly the Visioning Day event, we collaborated with representatives from Young Brent Foundation, DWP, Beam, Sufra etc.



## Maximising social value

- Research and insights gathered throughout the OBR process will support the Council's wider approach to social value by ensuring we maximise value and improve local socioeconomic outcomes.
- We will share our learnings and insights to ensure ongoing work is informed by local needs and residents experiences.



## Social Partnership

- OBR framework requires continuous engagement with internal and external stakeholders to gain insights and strengthen partnership to demonstrate a shared responsibility for change and improvements.
- Throughout the process, stakeholder insights supported the OBR framework to discover and define the problem, identify opportunities and work collaboratively to develop and deliver opportunities.



## New models of meeting priority needs

- The OBR has tested new approaches to co-designing public services with residents and stakeholders.
- Throughout the process amplifying stakeholder engagement has enabled a strong understanding experiences and opportunities, co-producing prototypes to identify solutions to meet these needs.