

## Appendix 1

### Summary of Evaluation Framework to date

Immediate Action	Inputs	Activity	Outputs	Outcomes and questions for Impact Study
Warm Spaces	<p>Council lead is Helen Shervington, Housing Strategy &amp; Modernisation Service Manager supported by an interim project manager.</p> <p>The total expenditure allocated to this action is £300,000</p>	<ul style="list-style-type: none"> <li>• Network of Warm Spaces (WS) convened by the council to share best practice.</li> <li>• Registration process for WS.</li> <li>• Warm Welcome Charter developed.</li> <li>• Grant scheme and application process established.</li> <li>• Mapped provision and identified gaps.</li> <li>• Maximised investment into spaces through external sources (Co-op match fund, Partners Thrive micro grants for faith organisations in the network.</li> <li>• Connected spaces to the Birmingham Device Bank. An outcome of the Council's digital strategy, the bank repurposes digital devices used by the council and makes them available for free to charities and community groups</li> </ul>	<ul style="list-style-type: none"> <li>• 198 Warm Spaces established.</li> <li>• 221 Warm Welcome Spaces registered.</li> <li>• 66 Warm Welcome Spaces to receive funding from Warm Welcome grant funds.</li> <li>• Over £150k in new private sector sponsorship raised to date.</li> <li>• 15 libraries that host Warm Welcome spaces have seen 20% increase in footfall.</li> <li>• Over 1,600 citizens are attending Warm Welcome vents at the 15 libraries every week.</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• A network of nearly 200 places where people can go to find a warm space.</li> <li>• WS used to provide other advice and support to citizens.</li> <li>• Citizens benefit immediately &amp; long term: social, economic &amp; health benefits.</li> <li>• Strengthened partnership between Birmingham City Council and Voluntary &amp; Community Sector</li> <li>• More positive relationship between citizens and Birmingham City Council and Voluntary &amp; Community Sector.</li> </ul> <p><b>Questions for Future Impact Study:</b></p> <ol style="list-style-type: none"> <li>1. Did resources meet the scale of need?</li> <li>2. Did activities take place in areas of greatest need?</li> <li>3. How many citizens use the spaces?</li> <li>4. What is reason for visiting the spaces?</li> <li>5. What is demographic profile of users?</li> <li>6. What additional facilities / services are provided within the Warm Welcome network.</li> <li>7. Which services were accessed by citizens? In what ways did they benefit?</li> </ol>

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Foodbanks	<p>Council lead is Dr Rosemary Jenkins, Senior Public Health Officer, supported by an interim project manager.</p> <p>The total expenditure allocated to this action is £789,000</p>	<ul style="list-style-type: none"> <li>Emergency Food Aid Fund (&amp; Supplementary Food Aid Fund): 116 foodbanks and other food projects funded, ensuring support for food provision and longevity for projects over winter</li> <li>Holidays, Activities and Food (HAF) Programme. Food parcels match-funded, more than 18,000 parcels delivered to families.</li> <li>Youth clubs supported to buy food preparation equipment.</li> <li>Equipment in youth centres provided for more than 500 young people at 49 sessions per week.</li> <li>Surplus Food Hub pilot approved for Balsall Heath.</li> <li>Affordable Food Infrastructure Fund grant scheme open – closes 17th March (more than 40 applications as of 15th March).</li> </ul>	<ul style="list-style-type: none"> <li>100 foodbanks &amp; food projects provided with £800 per month for six months,</li> <li>16 food projects provided with £400 for 3 months.</li> <li>30,000 meals provided through the HAF programme.</li> <li>10,700 meals have been provided in the Youth Centres in the last 6 weeks.</li> <li>75 foodbanks to be provided with a grant to buy fridges, cookers, or other equipment.</li> <li>Surplus food kitchen developed, to produce 500 meals a week.</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>A fuller service offered to citizens at food banks across the city.</li> <li>Increased amount of food at foodbanks.</li> <li>Reduced number of foodbank closures.</li> <li>Supporting service offered by foodbanks through e.g., healthy start signposting and toothbrushing packs.</li> <li>Citizens receive help and, longer term - social, economic &amp; health benefits.</li> <li>Strengthened partnership between Birmingham City Council and Voluntary Sector.</li> <li>More positive relationship between citizens and Birmingham City Council and Voluntary &amp; Community Sector.</li> <li>Nutritious meals provided to vulnerable children and youth in the city.</li> <li>Youths engaged with cooking classes</li> <li>Less food to landfill and more onto people's plates through surplus food hub.</li> <li>Greater understanding of extent of food support in the city (improved mapping and signposting)</li> </ul> <p><b>Questions for Future Impact Study:</b></p> <ol style="list-style-type: none"> <li>Did resources meet the scale of need?</li> <li>Were activities in areas of need?</li> <li>What is the user demographic profile?</li> <li>What has been the impact on foodbanks (short term / longer term)?</li> <li>What would happen without provision?</li> </ol>

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Information, Advice and Guidance.	<p>Council lead is Kalvinder Kohli, Assistant Director, Early Intervention and Prevention. Mike Davis, Integrated Services Head, leads on Neighbourhood Offices and Geraldine Collins, Head of Operations leads on the Contact Centre response.</p> <p>Cost of Living Advice and Guidance support is posted on the Council website.</p> <p>The total expenditure allocated to this action is £1,200,000</p>	<ul style="list-style-type: none"> <li>Two Customer Advice Centres at Erdington and Northfield each opened for 5.5 additional hours.</li> <li>Contact Centre increased human resource and extended opening hours from 5pm – 7pm every weekday evening and 10am to 1pm on a Saturday.</li> <li>50% financial uplift to annual value of the Citywide Telephone Contract.</li> <li>50% financial uplift to annual value of the four area-based face to face contracts.</li> <li>Varied the Heart of England contract.</li> </ul>	<ul style="list-style-type: none"> <li>557 clients assisted to claim benefits of £736,579</li> <li>Call centre now manages 1600 calls per week.</li> <li>Two thousand foodbank vouchers were issued in January alone.</li> <li>Benefits maximisation for the third sector contracts is projected to be an additional £2.5m over 12 months.</li> <li>A projected benefits maximisation of £6m is projected from Heart of England contract in the next 12 months.</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Household incomes rise as a result of new benefits.</li> <li>Risk of rent arrears and homelessness reduced.</li> <li>Citizens benefit from immediate help and longer term social, economic, health and benefits</li> <li>More positive relationship between citizens and Birmingham City Council</li> </ul> <p><b>Questions for Future Impact Study:</b></p> <ol style="list-style-type: none"> <li>For which types of households have incomes risen? Where are these households located?</li> <li>What is breakdown of benefits received?</li> <li>What is demographic profile of recipients?</li> <li>What have been the benefits for those receiving help?</li> <li>What would have happened without this provision?</li> <li>Are users more likely to access Birmingham City Council information, advice &amp; guidance?</li> </ol>

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Energy	<p>Council Lead is Ellie Horwitch-Smith, Assistant Director, Route to Zero Carbon supported by an interim project manager.</p> <p>The total expenditure allocated to this action is £250.000</p>	<ul style="list-style-type: none"> <li>Additional energy vouchers approved for fuel vulnerable households, many with pre-payment metres.</li> <li>Frontline officers have received Energy Support training covering aspects of fuel debt, energy saving tips, discounts and energy saving measures.</li> <li>The planned purchase of Hygrometers (low cost tools that detect temperature and humidity), and educational resources, will support tenants in preventing damp and mould issues.</li> </ul>	<ul style="list-style-type: none"> <li>5,000 homes supported with top-up payments.</li> <li>60 frontline officers trained in energy support for citizens.</li> </ul>	<p><b>Outcome:</b></p> <ul style="list-style-type: none"> <li>Reduced pressure on households struggling to pay energy costs.</li> <li>More positive relationship between citizens and Birmingham Council.</li> </ul> <p><b>Questions for Future Impact Study:</b></p> <ol style="list-style-type: none"> <li>Which households positively impacted? How? Over what period?</li> <li>What is breakdown of pre-payment vs direct debit households?</li> <li>What is demographic profile of recipients?</li> <li>What have been benefits for those receiving help?</li> <li>What would have happened without this provision?</li> </ol>
Staff support	<p>Council lead is Simon Naish, Head of Health and Safety, and Occupational Health. There was no additional cost to the programme</p>	<ul style="list-style-type: none"> <li>Warm Welcome touchdown spaces.</li> <li>Calendar of events to support staff financial wellbeing.</li> <li>Workshops conducted at key council locations.</li> <li>My Birmingham Rewards staff benefits scheme.</li> <li>Enhanced and free, confidential, 24 hour a day employee assistance programme.</li> <li>Free Flu Vaccinations.</li> <li>Early Intervention pilot currently live in 3 service areas.</li> </ul>	<ul style="list-style-type: none"> <li>Notable and significant increase in members of staff working in Warm Welcome touchdown spaces.</li> <li>Two thousand flu vaccinations provided free of charge.</li> <li>Over 2,000 members of staff attending events and workshops.</li> <li>20% of council staff used CoL services.</li> </ul>	<p><b>Outcome:</b></p> <ul style="list-style-type: none"> <li>Financial support / benefits to staff</li> <li>Improved staff wellbeing</li> <li>Improved staff / employer relations</li> </ul> <p><b>Questions for Future Impact Study:</b></p> <ol style="list-style-type: none"> <li>How many / what is profile of staff accessing benefits?</li> <li>What impact on staff?</li> <li>What support is most useful?</li> <li>What happens without Support?</li> </ol>