

What can we learn from our local centres?



Online Centres
Network



What: A snapshot of the
the issues affecting our
centres in Sheffield

Why: To learn, shape our strategy and better respond to needs

How: Asking 57 centres in Sheffield about the challenges they're facing

We asked:

What are the **three most pressing challenges** facing your community?

For each of the three challenges, **which people** are most affected?

What did we find out?

Three clear challenges

The top three challenges highlighted by Online Centres in Sheffield are:

1. **Mental health**, particularly men over 25;
2. **Loneliness and isolation** across all demographics but with a particular focus on those aged over 50;
3. **Unemployment**, particularly in the 16-35 age group.

Mapping the findings

What we did?

After identifying these findings, we wanted to discover whether our network in Sheffield was well positioned to tackle these issues.

So we [mapped the data](#) from this pilot alongside other local/national datasets that help to describe the extent of these challenges across the city and the support available.

What does this look like?

We focused on two challenges - mental health and unemployment. For each challenge, we've used external data in different ways, again to show the options for scaling:

- **Mental health** - mapping Centres against existing provision in the city using the support section of [Sheffield Mental Health Guide](#);
- **Unemployment** - mapping Centres against need, using the Employment Domain of the national [Index of Multiple Deprivation](#).

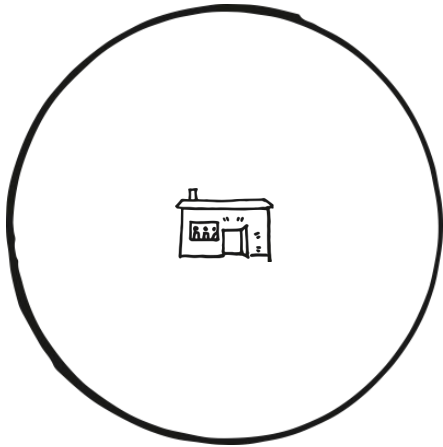
What comes next?

Mapping provision

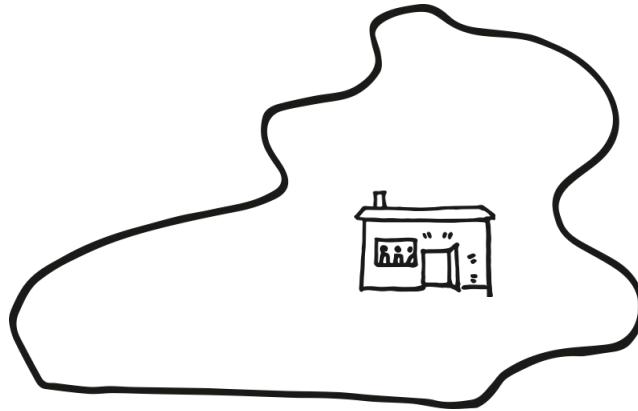
To understand whether our centres can tackle these issues, we need to better understand geographical coverage.

Our hypothesis

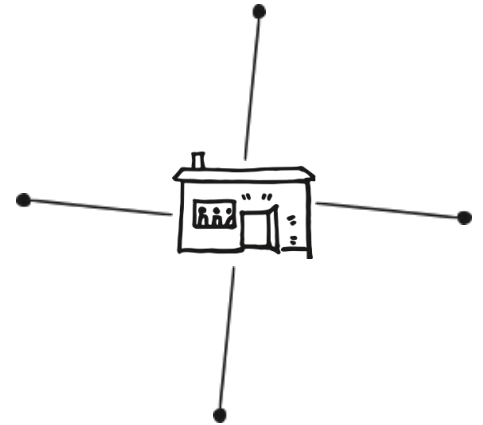
Is this how delivery looks?



1. Fixed radius



2. 'Custom' area



3. Specific outreach

What we still don't know

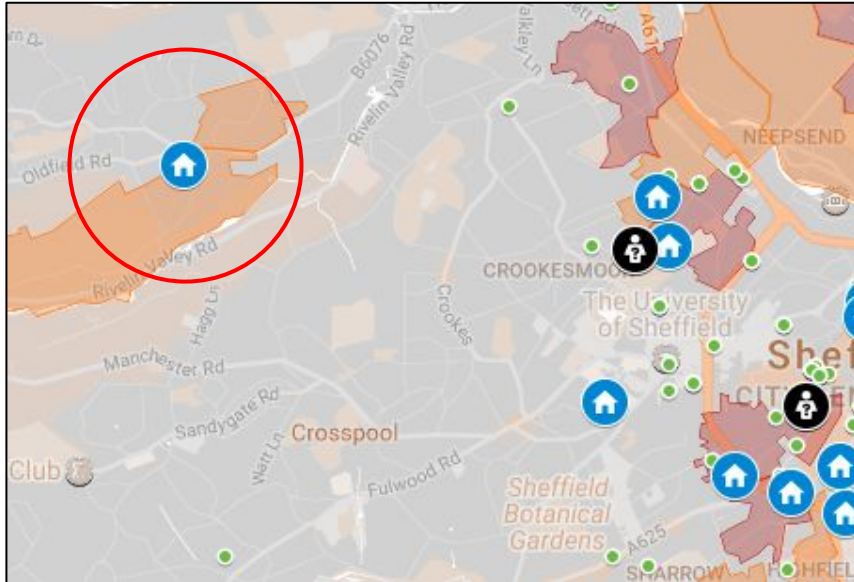
Coverage and capacity

We don't know whether Online Centres have the capacity to be the local provision for particular challenges (if there is a gap), or the appetite to be upskilled to do this.

For example, looking at the existing mental health provision in Sheffield on the map...

What we still don't know

Coverage and capacity



This circled Online Centre is located in an area with there is little existing provision nearby for mental health support.

Could we build the capacity of this Centre to provide support for this challenge?

**What are we doing next
(and why)?**

How do we tackle the key challenges?

Our next step is to ask centres how we can solve this problem.

We'll be asking them:

“You told us that x is a challenge for y in your community. What does a successful outcome look like for y if x is addressed?”

You tell us

- Share your feedback - even if you're not based in Sheffield.
- What do you think we've missed? And how should we find this out?

Next steps

We have also highlighted some **further pilots** for consideration.

These are based on the things we still don't know...

- A. Understanding what good **outcomes** are for the challenges highlighted in Sheffield.
- B. Understanding the **desire/capacity** of Online Centres to address these challenges and where you are already doing this
- C. Understanding (approximate) **models of coverage** in the Online Centres Network.

Thank you to everyone
that took part in
this pilot. Your expertise
is essential to
what we do.

This pilot was conducted by Good Things Foundation's
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