

Supplementary material 2: Hub costing questionnaire, costing data, sensitivity analyses

Table 1. Resilience Hub intervention costing questionnaire.

Resilience Hub Intervention Costing Questionnaire

For the economic evaluation, it is very important that the cost of providing Hub intervention is accurate and that we have scenarios for costing that reflect different potential designs. The first step towards estimating these costs is a review of the business cases, which will focus on the information provided that can help us to identify which costs are relevant (e.g., healthcare staff, management/leadership staff, and administrative staff, overheads, promotion/advertisement, and other costs [e.g., equipment and training]). We will then discuss this in more detail with Hub sites, to ensure we cost provision accurately and reflect service changes. For our economic evaluation, we need to estimate a marginal cost for each person accessing Hub support. We are aware the Hubs will vary substantially and that the costs indicated in initial business cases may not reflect reality. Our analysis will produce a range of costs to support the Resilience Hubs project.

We need to know what costs are associated with Hub support, whether they are one-off or continual costs, and whether they are fixed or variable. We have produced this questionnaire to make a start on this. We do not expect you to have every answer and we are aware it may be easier to discuss some of these in person.

Section A: Background

In this section, we ask some basic details about the Hub and its funding.

Question	Answer
Hub name/location	
Date of Hub development/set-up	
Date of questionnaire completion	
If available, what is the annual budget for the Hub?	
Is the Hub all NHS funded or is funding received from other sources? (e.g., charity)	
What proportion of Hub activity is related to providing support for key workers as a result of the COVID-19 pandemic?	
Of the above, what is the split between providing group support and individual support?	

Section B: Capacity

Note that we are focusing on Resilience Hubs in relation to the support provided to key workers as a result of the COVID-19 pandemic. We are aware that Hubs may serve other populations, and to avoid overestimating the costs of service provision, we ask that you specify details related to providing support for key workers (requiring support due to the COVID-19 pandemic) only.

Question	Individual support	Team support
----------	--------------------	--------------

What is the annual capacity (i.e., the number of people who the Hub is able to support)?		
What are the actual figures for the above?		

Section C: Cost breakdown

In the first column please detail one-off costs associated with the set-up/development of the Hub if available. In the second column, please provide the on-going costs related to Hub provision and when describing costs, please add details on timeframe or capacity (e.g., £100 monthly, or per X registrations). If there is overlap between categories of cost, please indicate this.

For staff costs, please report staff bands and FTE if available.

Cost category	One-off	On-going (please report frequency, e.g., annually, monthly)
Staff costs		
Management in the Hub no including clinical leadership (excluding unpaid hrs)		
Clinical leadership in the Hub (excluding unpaid hrs)		
Clinical staff (to provide support/intervention)		
Administrative support		
Other (please specify)		
Other costs		
Estates/overheads		
IT infrastructure (e.g., database and customer relations systems) Note, if you are using electronic patient record systems (e.g. IAPTUS, PCMIS) please provide details here.		
Equipment (including computing equipment)		
Attendance at Workshops/conferences		
Promotion/advertisement/communications (including websites if		

relevant)		
Training Hub staff have attended, in addition to inhouse training/development		
Travel of Hub staff		
Printing/stationary		
Other (please specify)		
Other (please specify)		
Other (please specify)		

Section D: Comments

We recognise that Hub delivery is complex and therefore that costing Hub support is unlikely to be easy. If you have any concerns, or identify any gaps in the above, please use this section to highlight these to us.

Table 2. Unit costs of health and social care

Service type	Unit cost	Unit measure	Reference
Mental health unit costs			
AA	£0.00	NA	Assumption (cost is negligible based on service data).
ACT	£91.60	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Scientific and professional staff (Band 7, 8A, 8B, 8C, 8D).
Alcohol team	£92.28	Per contact	NHS reference costs 2019/2020 updated to 2021 prices.
Care coordinator	£54.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff (band 6).
CAT	£91.60	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff (Band 6, 7).
CBT	£108.76	Per unit	PSSRU Unit Costs of Health and Social Care 2017. Cognitive behavioural therapy (CBT) 6.7 pg 89. Using the last CBT cost published by PSSRU inflated to 2020-21 prices
CMHT	£38.00	Per contact	PSSRU Unit Costs of Health and Social Care 2016 updated to 2021 prices. Community mental health team for adults with mental health problems.
Coaching	£81.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Scientific and professional staff (Band 6). Assumed 1.5 hour duration.
Cognitive assessment/screening	£116.96	Per initial assessment	NHS reference costs 2019/2020 updated to 2021 prices.

Counselling (including general and bereavement)	£59.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Scientific and professional staff (Band 6, 7).
Covid support group	£7.35	Per attendance	PSSRU Unit Costs of Health and Social Care 2021. Scientific and professional staff (Band 8A, 8B, 8C, 8D), with a 1.5 hour duration and 20 attendees (cost is per person attending).
Crisis phone line	£0.00	NA	Assumption (staffed by volunteers).
Crisis team	£97.85	Per contact	NHS reference costs 2019/2020 updated to 2021 prices.
EMDR	£147.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Scientific and professional staff (Band 8A, 8B, 8C, 8D). 90 minute duration assumed.
Home treatment team	£23.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based social care professionals.
Hub support (type not specified)	£17.50	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based social care professionals (Band 4). 0.5 hour duration assumed based on hub feedback.
IAPT ¹	£125.48	Per contact	NHS reference costs 2018-19 (used as 2019-20 does not have a number of episodes), inflated to 2020/2021 prices. Using the greater need gives a lower cost, so the same cost has been used for all IAPT services to prevent confusion.
Long covid programme	£158.63	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (assumed equal to a rehabilitation outpatient attendance).
Mind charity support	£0.00	NA	No unit cost available.
Occupational health	£75.25	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Online chat support	£0.00	NA	No unit cost available.
Peer support	£12.50	Per attendance	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff. Assumed 8 people in attendance for 1 hour session delivered by band 7 staff with support from band 4 (based on communication with services).
Pharmacological ^a	£354.05	Per 6-month duration	British National Formulary 2022 (weighted average of all Sertraline 50mg tablet with typical daily dose assumed).
Pharmacy	£4.77	Per consultation	PSSRU Unit Costs of Health and Social Care 2021. Community-based scientific and professional staff.
Phone support (unspecified)	£125.48	Per contact	IAPT cost assumed. NHS reference costs 2018-19 (used as 2019-20 does not have a number of episodes), inflated to 2020/2021 prices. Using the greater need gives a lower cost, so the same cost has been used for all IAPT services to

			prevent confusion.
Psychiatrist	£123.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021.Hospital based doctors.
Psychologist	£102.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021.Community based scientific and professional staff (Band 7, 8A, 8B, 8C, 8D, 9).
Sleep station	£0.00	NA	No unit cost available (CBT based insomnia programme, delivered through an application).
Smartphone apps	£0.00	NA	Assumption (smartphone applications cited 'Mindfulness' and 'Oak' free to download and use).
Spiritual guidance	£41.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Hospital based chaplain staff (Band 5).
Therapy (high intensity)	£121.33	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff (Band 8B, 8C and 9).
Trauma CBT	£98.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff (Band 8A, 8B, 8C, 8D).
Trauma EMDR	£98.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff (Band 8A, 8B, 8C, 8D).
Wellbeing support	£35.00	Per contact	PSSRU Unit Costs of Health and Social Care 2021. Community based scientific and professional staff (Band 4).
Inpatient			
Foot fracture nonelective inpatient	£3,770.67	Per stay (non-elective long stay)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all foot fracture procedures)
Liver issue nonelective inpatient	£3,402.15	Per stay (non-elective long stay)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of Liver failure disorders, Percutaneous Ablation of Lesion of Liver or Pancreas, Percutaneous Trans vascular Biopsy of Lesion of Liver, Percutaneous punch Biopsy of Lesion of Liver, Chemoembolization or Radioembolization, of Lesion of Liver).
Nasal polypectomy elective inpatient	£2,903.34	Per stay (elective inpatient)	NHS reference costs 2019/2020 updated to 2021 prices.
Surgery elective inpatient	£3,740.73	Per stay (elective inpatient)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing 'surgery' or 'surgical', excluding those for populations aged ≤18 years)
Surgery nonelective inpatient	£3,194.22	Per stay (non-elective long stay)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing 'surgery' or 'surgical', excluding those for populations aged ≤18 years)
Pneumonia nonelective inpatient	£2,929.54	Per stay (non-elective long stay)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing pneumonia).

Sepsis nonelective inpatient	£3,405.38	Per stay (non-elective long stay)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing sepsis).
Gastrointestinal bleed nonelective inpatient	£2,392.93	Per stay (non-elective long stay)	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing gastrointestinal bleed).
Outpatient and day			
Audiology outpatient	£117.39	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Cardiology outpatient	£146.33	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Clinical haematology outpatient	£170.66	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Clinical immunology outpatient	£306.74	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Colonoscopy day case	£684.21	Per day case	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing 'colonoscopy').
CT scan	£97.93	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing 'computerised tomography').
Day case average	£824.52	Per day case	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions).
Dermatology outpatient	£124.74	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Dietician outpatient	£94.57	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
ECG	£162.12	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Sleep clinic	£188.64	Per day case	NHS reference costs 2019/2020 updated to 2021 prices.
Endocrinology outpatient	£166.40	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
ENT outpatient	£115.43	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Gastroenterology day case	£594.63	Per day case	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing 'gastrointestinal', excluding those aged ≤18 years).
Gastroenterology outpatient	£149.81	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
General surgery outpatient	£144.04	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Gynaecology day case	£575.57	Per day case	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all descriptions citing 'gynaecological').
Gynaecology outpatient	£154.54	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.

MRI	£178.7 2	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Mastectomy day case	£3,718. 24	Per case	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of all 'Bilateral Major Breast Procedures with Lymph Node Clearance' or 'Unilateral Major Breast Procedures with Lymph Node Clearance' descriptions).
Medical oncology outpatient	£198.7 9	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Neurology outpatient	£198.1 5	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Ophthalmology outpatient	£111.0 3	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Orthopaedics outpatient	£125.6 6	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Other diagnostic imaging	£66.61	Per unit	NHS reference costs 2019/2020 updated to 2021 prices.
Outpatient average	£139.7 6	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Pain management outpatient	£187.2 3	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Phlebotomy	£3.78	Per unit	NHS reference costs 2019/2020 updated to 2021 prices.
Physiotherapy outpatient	£64.38	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Plastic surgery outpatient	£120.9 5	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
PFT	£150.7 8	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Respiratory medicine outpatient	£161.0 7	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Rheumatology outpatient	£150.8 6	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Ultrasound	£48.79	Per unit	NHS reference costs 2019/2020 updated to 2021 prices.
Urology outpatient	£113.8 4	Per unit	NHS reference costs 2019/2020 updated to 2021 prices.
X-ray	£29.50	Per unit	NHS reference costs 2019/2020 updated to 2021 prices (diagnostic imaging - direct access - plain film).
A&E			
Ambulance admitted	£621.8 7	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (Ambulance (see hear treat and convey) & weighted average of admitted AE, excluding dental and dead-on arrival).
No ambulance admitted	£320.7 8	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of admitted AE, excluding dental and dead-on arrival).

Ambulance not admitted	£461.15	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (Ambulance (see hear treat and convey) & weighted average of not admitted AE, excluding dental and dead-on arrival).
No ambulance not admitted	£160.06	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (weighted average of not admitted AE, excluding dental and dead-on arrival).
Primary, community and social care			
Cardiac rehabilitation outpatient	£109.47	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Diabetic nurse	£81.19	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices (Specialist Nursing, Diabetic Nursing/Liaison, Adult, Face to face).
Dietician outpatient attendance	£94.57	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
General dental service attendance	£113.65	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
GP consultation	£33.00	Per consultation	PSSRU Unit Costs of Health and Social Care 2021. Community based nurses, doctors and dentists.
GP telephone consultation	£15.52	Per consultation	PSSRU Unit Costs of Health and Social Care 2020 (10.5 Telephone triage – GP-led and nurse-led).
Gynaecology outpatient	£154.62	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Home care	£24	Per hour	PSSRU Unit Costs of Health and Social Care 2021. Community based social care professionals.
Hospice support	£116.57	Per unit	NHS reference costs 2019/2020 updated to 2021 prices (Specialist Nursing, Palliative/Respite Care, Adult, Face to face).
Long COVID clinic	£158.63	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Nurse consultation	£10.85	Per consultation	PSSRU Unit Costs of Health and Social Care 2021. Community based nurses (nurse GP practice).
Nurse telephone consultation	£7.80	Per consultation	PSSRU Unit Costs of Health and Social Care 2020 (10.5 Telephone triage – GP-led and nurse-led).
Occupational therapy outpatient	£74.79	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Optometry outpatient	£93.52	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Phlebotomy	£3.78	Per unit	NHS reference costs 2019/2020 updated to 2021 prices.
Physiotherapy outpatient	£64.38	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
Cervical screening	£34.84	Per unit	NHS reference costs 2019/2020 updated to 2021 prices (Special Screening, Examinations or Other

			Genetic Disorders).
Social worker	£46.00	Per hour	PSSRU Unit Costs of Health and Social Care 2021.Community based social care professionals (social worker; adult services).
Speech and language therapy outpatient	£108.54	Per attendance	NHS reference costs 2019/2020 updated to 2021 prices.
X-ray	£29.50	Per unit	NHS reference costs 2019/2020 updated to 2021 prices (diagnostic imaging - imaging: direct Access - plain film).
<p>Notes: Where multiple relevant costs or bands are available, weighted averages have been used. Unless otherwise stated mental health support contacts were assumed to be 1 hour in duration. In the mental health section, if data were missing or insufficient, the cost was set to missing due to the wide variation in mental health support services accessed. Due to the limited use and uncertainty in the costings of private services, these have been costed using the same unit costs as NHS and social care. Where stated costs have been updated using the NHS cost inflation index (NHSCII). ^aThe form was not designed to collect medication data, however some participants did report mental health medication costs most typically referring to sertraline, therefore to simply cost this a 6-month supply of sertraline using the most common daily dose was applied.</p>			

Table 3. Comparison of domain/level reporting HSE health and social care professionals (n=348) versus Hub users (n=270)

Domain	Dataset	Percentage reporting across EQ-5D domains				
		None	Slight	Moderate	Severe	Extreme
18-24						
Mobility	Resilience Hub Users (n=6)	83%	17%	0%	0%	0%
	HSE (n=31)	100%	0%	0%	0%	0%
Self-care	Resilience Hub Users (n=6)	100%	0%	0%	0%	0%
	HSE (n=31)	100%	0%	0%	0%	0%
Usual activities	Resilience Hub Users (n=6)	67%	17%	17%	0%	0%
	HSE (n=31)	90%	10%	0%	0%	0%
Pain/discomfort	Resilience Hub Users (n=6)	83%	17%	0%	0%	0%
	HSE (n=31)	84%	9%	7%	0%	0%
Anxiety/depression	Resilience Hub Users (n=6)	17%	50%	17%	17%	0%
	HSE (n=31)	60%	22%	4%	9%	4%
25-34						
Mobility	Resilience Hub Users (n=47)	81%	15%	2%	2%	0%
	HSE (n=50)	100%	0%	0%	0%	0%
Self-care	Resilience Hub Users (n=47)	91%	9%	0%	0%	0%
	HSE (n=50)	100%	0%	0%	0%	0%
Usual activities	Resilience Hub Users (n=47)	55%	32%	9%	4%	0%
	HSE (n=50)	99%	1%	0%	0%	0%
Pain/discomfort	Resilience Hub Users (n=47)	60%	23%	13%	4%	0%
	HSE (n=50)	83%	17%	0%	0%	0%

Anxiety/ depression	Resilience (n=47)	Hub	Users	34%	30%	28%	6%	2%
	HSE (n=50)			71%	18%	11%	0%	0%
35-44								
Mobility	Resilience (n=78)	Hub	Users	81%	9%	10%	0%	0%
	HSE (n=61)			96%	2%	0%	2%	0%
Self-care	Resilience (n=78)	Hub	Users	87%	8%	5%	0%	0%
	HSE (n=61)			98%	0%	2%	0%	0%
Usual activities	Resilience (n=78)	Hub	Users	58%	28%	10%	4%	0%
	HSE (n=61)			92%	5%	4%	0%	0%
Pain/ discomfort	Resilience (n=78)	Hub	Users	53%	27%	15%	5%	0%
	HSE (n=61)			68%	26%	5%	0%	2%
Anxiety/ depression	Resilience (n=78)	Hub	Users	23%	45%	28%	3%	1%
	HSE (n=61)			76%	19%	3%	2%	0%
44-54								
Mobility	Resilience (n=89)	Hub	Users	73%	12%	11%	3%	0%
	HSE (n=59)			83%	12%	3%	3%	0%
Self-care	Resilience (n=89)	Hub	Users	88%	6%	7%	0%	0%
	HSE (n=59)			98%	2%	0%	0%	0%
Usual activities	Resilience (n=89)	Hub	Users	54%	24%	16%	3%	3%
	HSE (n=59)			85%	8%	6%	0%	0%
Pain/ discomfort	Resilience (n=89)	Hub	Users	38%	33%	20%	7%	2%
	HSE (n=59)			48%	39%	13%	0%	0%
Anxiety/ depression	Resilience (n=89)	Hub	Users	25%	38%	30%	6%	1%
	HSE (n=59)			75%	18%	5%	2%	0%
55-64								
Mobility	Resilience (n=46)	Hub	Users	67%	22%	9%	2%	0%
	HSE (n=69)			82%	12%	6%	0%	0%
Self-care	Resilience (n=46)	Hub	Users	85%	13%	2%	0%	0%
	HSE (n=69)			97%	2%	1%	0%	0%
Usual activities	Resilience (n=46)	Hub	Users	54%	26%	11%	7%	2%
	HSE (n=69)			88%	8%	4%	1%	0%
Pain/ discomfort	Resilience (n=46)	Hub	Users	48%	24%	22%	7%	0%
	HSE (n=69)			48%	47%	3%	2%	0%
Anxiety/ depression	Resilience (n=46)	Hub	Users	41%	39%	15%	4%	0%
	HSE (n=69)			81%	14%	3%	1%	0%
65-74								
Mobility	Resilience Hub Users (n=1)			0%	0%	100%	0%	0%

	HSE (n=46)	69%	17%	14%	0%	0%
Self-care	Resilience Hub Users (n=1)	100%	0%	0%	0%	0%
	HSE (n=46)	95%	5%	0%	0%	0%
Usual activities	Resilience Hub Users (n=1)	0%	100%	0%	0%	0%
	HSE (n=46)	76%	22%	2%	0%	0%
Pain/discomfort	Resilience Hub Users (n=1)	100%	0%	0%	0%	0%
	HSE (n=46)	30%	38%	29%	2%	0%
Anxiety/depression	Resilience Hub Users (n=1)	100%	0%	0%	0%	0%
	HSE (n=46)	72%	15%	11%	2%	0%
Total sample						
Mobility	Resilience Hub Users (n=270)	76%	13%	9%	2%	0%
	HSE (n=348)	85%	8%	5%	2%	0%
Self-care	Resilience Hub Users (n=270)	88%	8%	4%	0%	0%
	HSE (n=348)	96%	3%	1%	0%	0%
Usual activities	Resilience Hub Users (n=270)	55%	27%	12%	4%	1%
	HSE (n=348)	86%	9%	4%	0%	1%
Pain/discomfort	Resilience Hub Users (n=270)	49%	28%	17%	6%	1%
	HSE (n=348)	59%	29%	10%	1%	1%
Anxiety/depression	Resilience Hub Users (n=270)	28%	38%	28%	5%	1%
	HSE (n=348)	73%	19%	5%	2%	1%

Table 4. Mean EQ-5D index values (using crosswalk algorithm) by age group and gender (comparison between resilience hub users (n=270) and healthcare workers pre-pandemic from Health Survey England (n=348))

Sample	Age group						Total sample
	18-24	25-34	35-44	45-54	55-64	65-74	
Female							
Resilience hub user							
Mean	0.729	0.802	0.765	0.725	0.779	0.765	0.760
95% CI	0.494, 0.964	0.74, 0.863	0.719, 0.811	0.672, 0.779	0.719, 0.839	-	0.734, 0.787
n	6	40	65	72	39	1	223
HSE health professional							
Mean	0.846	0.912	0.872	0.850	0.870	0.801	0.846
95% CI	0.759, 0.934	0.876, 0.947	0.807, 0.936	0.804, 0.895	0.815, 0.924	0.722, 0.881	0.82, 0.872
n	19	30	41	33	42	28	213
Male							
Resilience hub user							
Mean	-	0.781	0.799	0.705	0.731	-	0.748
95% CI	-	0.69, 0.872	0.689, 0.909	0.571, 0.838	0.496, 0.965	-	0.68, 0.816
n	0	4	13	16	6	0	39
HSE health professional							
Mean	0.950	0.960	0.950	0.884	0.873	0.828	0.903

95% CI	0.908, 0.992	0.933, 0.987	0.914, 0.986	0.819, 0.949	0.826, 0.92	0.756, 0.901	0.882, 0.924
n	12	20	20	26	27	18	135
Total							
Resilience hub user ^a							
Mean	0.729	0.787	0.771	0.721	0.764	0.765	0.755
95% CI	0.494, 0.964	0.732, 0.842	0.729, 0.812	0.673, 0.77	0.707, 0.822	-	0.731, 0.779
n	6	47	78	89	46	1	270
HSE health professional crosswalk							
Mean	0.885	0.936	0.901	0.868	0.871	0.812	0.870
95% CI	0.827, 0.942	0.914, 0.959	0.859, 0.944	0.829, 0.907	0.835, 0.908	0.759, 0.866	0.853, 0.888
n	31	50	61	59	69	46	348
Notes: ^a Includes participants with missing gender or who identified in another way							

Table 5. Use of key types of mental health supports (complete case versus all available)

Key mental health service types	Number of participants reporting (%)					
	Current		Complete		Incomplete	
	Complete case	All available	Complete case	All available	Complete case	All available
Alcohol-related support or service	0 (0%)	1 (0%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)
Bereavement support	1 (1%)	1 (0%)	2 (1%)	3 (1%)	0 (0%)	0 (0%)
Counselling	11 (6%)	15 (5%)	5 (3%)	12 (4%)	1 (1%)	2 (1%)
COVID-specific support	1 (1%)	2 (1%)	2 (1%)	5 (2%)	0 (0%)	0 (0%)
Digital interventions and support	0 (0%)	0 (0%)	1 (1%)	4 (1%)	0 (0%)	1 (0%)
GP support	2 (1%)	4 (1%)	1 (1%)	12 (4%)	0 (0%)	0 (0%)
Occupational health assessment & support	1 (1%)	2 (1%)	1 (1%)	2 (1%)	0 (0%)	0 (0%)
Other	0 (0%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)
Other third sector offer (charity)	1 (1%)	2 (1%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)
Other well-being support provided by the Hub	4 (2%)	5 (2%)	5 (3%)	14 (5%)	1 (1%)	2 (1%)
Peer support	1 (1%)	3 (1%)	1 (1%)	1 (0%)	0 (0%)	0 (0%)
Pharmacological support	18 (10%)	31 (11%)	2 (1%)	6 (2%)	0 (0%)	1 (0%)
Psychological therapy / support	25 (14%)	48 (17%)	26 (14%)	42 (15%)	4 (2%)	6 (2%)
Secondary care mental health support	1 (1%)	3 (1%)	2 (1%)	5 (2%)	0 (0%)	0 (0%)
Well-being support	1 (1%)	2 (1%)	1 (1%)	1 (0%)	0 (0%)	0 (0%)
Unknown/missing description	0 (0%)	3 (1%)	0 (0%)	5 (2%)	0 (0%)	7 (3%)

Table 6. Cost by category (complete case versus all available data)

Category	Participants using service (%) ^a	Cost (95% confidence interval)	
		Complete case	All available
Mental healthcare			
Current		£204 (£141, £268)	£222 (£166, £278)
Complete		£164 (£108, £220)	£168 (£116, £220)
Incomplete		£8 (£0, £17)	£7 (£0, £13)
Wider health and social care^c			
Inpatient		£34 (<£1, £80)	£96 (£25, £167)
A&E		£10 (£3, £18)	£15 (£7, £22)
Hospital outpatient/day case		£42 (£20, £65)	£95 (£49, £142)
Primary care		£47 (£19, £74)	£63 (£40, £85)
Community and social care		£5 (<£1, £11)	£9 (£1, £17)
Notes: Total cost included hub delivered support and services accessed as a result of Hub support.			

Table 7. Relationship between mental health support cost and participant characteristics

Mental health support	Coefficient	Standard error	p	95% confidence interval
Age	-£7.94	£4.24	0.063	-£16.32, £0.44
Gender ^a				
Male	£127.14	£117.83	0.282	-£105.60, £359.88
Another way	£476.48	£438.77	0.279	-£390.17, £1343.14
Black, Asian and minority ethnic groups	-£252.74	£201.88	0.212	-£651.5, £146.02
Sexual orientation	-£10.75	£153.47	0.944	-£313.87, £292.38
Disability	£36.26	£176.48	0.837	-£312.33, £384.85
Emotional wellbeing concern before COVID ^b				

Yes	£213.76	£100.41	0.035	£15.44, £412.08
Unsure	-£88.93	£133.89	0.508	-£353.38, £175.52
Impact of COVID-19				
Bereavement	-£129.38	£116.93	0.270	-£360.33, £101.57
Undertaking new tasks within usual role	£120.83	£87.21	0.168	-£51.42, £293.09
Suffered financial loss within the household	-£128.40	£113.82	0.261	-£353.21, £96.42
Ill with COVID-19 (including being in hospital)	£145.65	£234.93	0.536	-£318.38, £609.68
Family member ill with COVID (recovered at home)	£64.86	£111.19	0.560	-£154.76, £284.48
Overall symptom severity ^c				
Moderate	£236.73	£126.76	0.064	-£13.64, £487.1
High	£207.89	£121.81	0.090	-£32.71, £448.49
Registered Hub ^d				
Hub A	£632.19	£115.82	0.000	£403.41, £860.96
Hub B	£235.03	£141.85	0.100	-£45.14, £515.21
Hub C	£261.56	£149.03	0.081	-£32.8, £555.91

Constant	£269.96	£377.07	0.475	-£474.81, £1014.74
Notes: ^a Reference case 'women'; ^b reference case 'no'; ^c reference case 'low'; ^d reference case 'Hub D. n=176/299 participants, R-squared =0.314, Adj R-Squared = 0.235				

Table 8. Relationship between EQ-5D values and participant characteristics

Predictor	Coefficient	Standard error	p	95% confidence interval
Demographics				
Age	-0.002	0.001	0.166	-0.004, 0.001
Gender ^a				
- Men	0.040	0.032	0.212	-0.023, 0.102
- Another way	-0.123	0.097	0.204	-0.314, 0.068
Black, Asian & minority ethnic groups	-0.181	0.056	0.001	-0.291, -0.071
Minority sexual orientation	0.001	0.041	0.989	-0.081, 0.082
Disability	-0.120	0.045	0.008	-0.209, -0.032
Emotional wellbeing concern before COVID^b				
- Yes	-0.034	0.027	0.200	-0.087, 0.018
- Unsure	-0.041	0.033	0.215	-0.107, 0.024
Impact of COVID-19				
Bereavement	-0.070	0.031	0.026	-0.132, -0.008
Undertaking new tasks within usual role	-0.020	0.024	0.411	-0.066, 0.027
Suffered financial loss within the household	-0.030	0.030	0.311	-0.088, 0.028
Ill with COVID-19 (including being in hospital)	-0.238	0.056	<0.001	-0.348, -0.128
Overall symptom severity^c				
Moderate	-0.060	0.036	0.099	-0.132, 0.011

High	-0.135	0.034	<0.001	-0.201, -0.068
------	--------	-------	--------	----------------

Registered Hub^d

Hub A	-0.005	0.030	0.859	-0.064, 0.054
-------	--------	-------	-------	---------------

Hub B	0.067	0.039	0.087	-0.01, 0.144
-------	-------	-------	-------	--------------

Hub C	0.048	0.038	0.204	-0.026, 0.123
-------	-------	-------	-------	---------------

Constant	1.102	0.103	0.000	0.899, 1.305
----------	-------	-------	-------	--------------

Notes: ^a Reference case 'women'; ^b reference case 'no'; ^c reference case 'low'; ^d reference case 'Hub D.

n=226/299 participants, R-squared =0.307, Adj R-Squared = 0.250
