# Experimentation to help people to thrive in Gateshead

PART TWO

Learning and sense making

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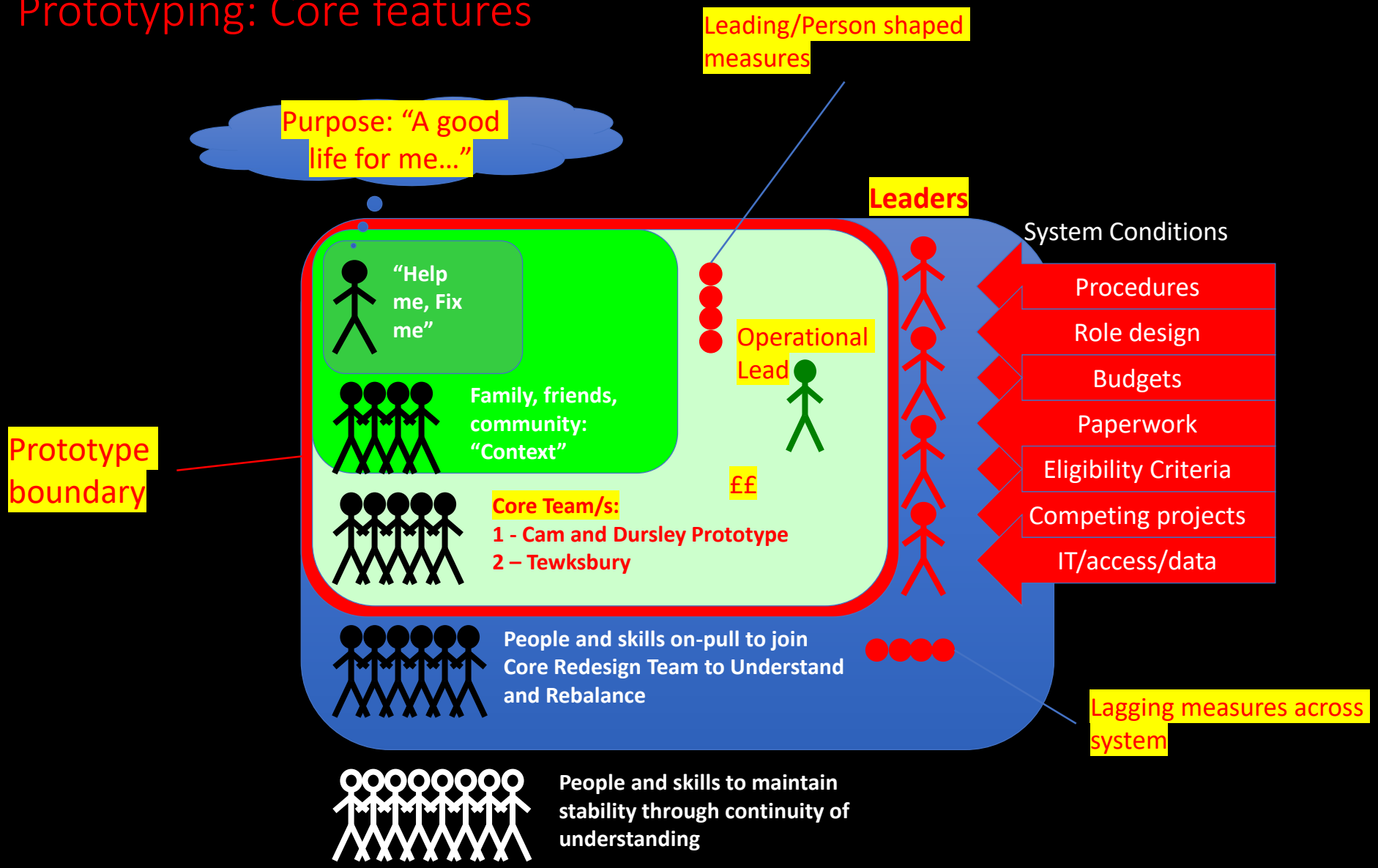
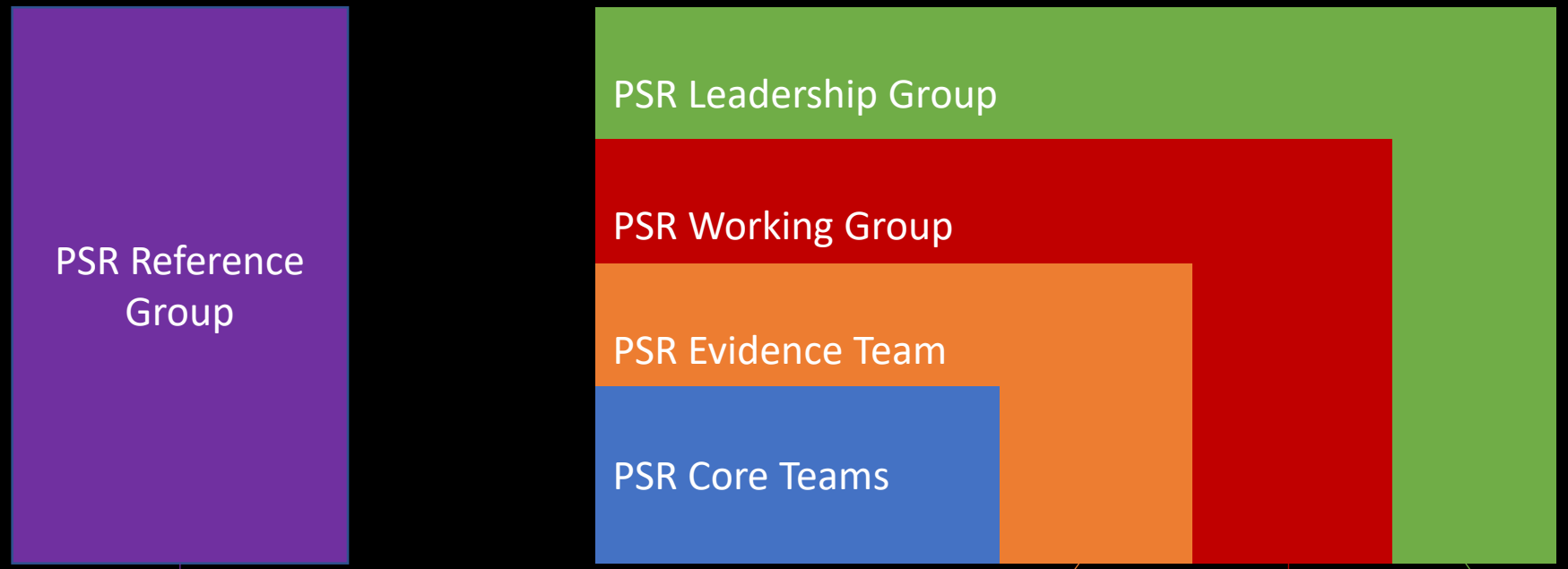
# Prototyping: Core features






Provide helpful scrutiny and external perspective

**Learn how to help people to thrive**

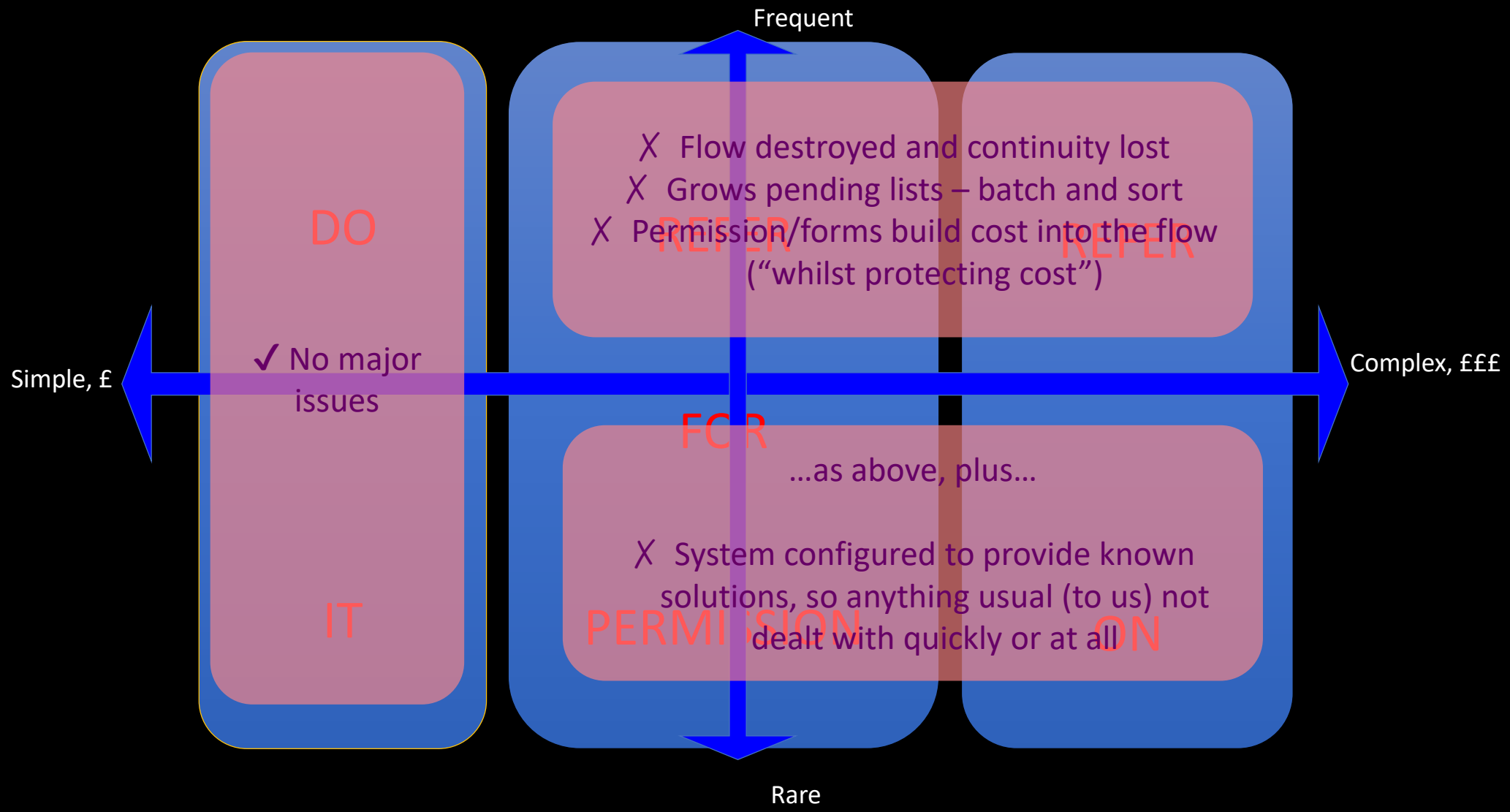
Evaluate the implications of what the Core Team are learning

Support the Core Team with Method Issues

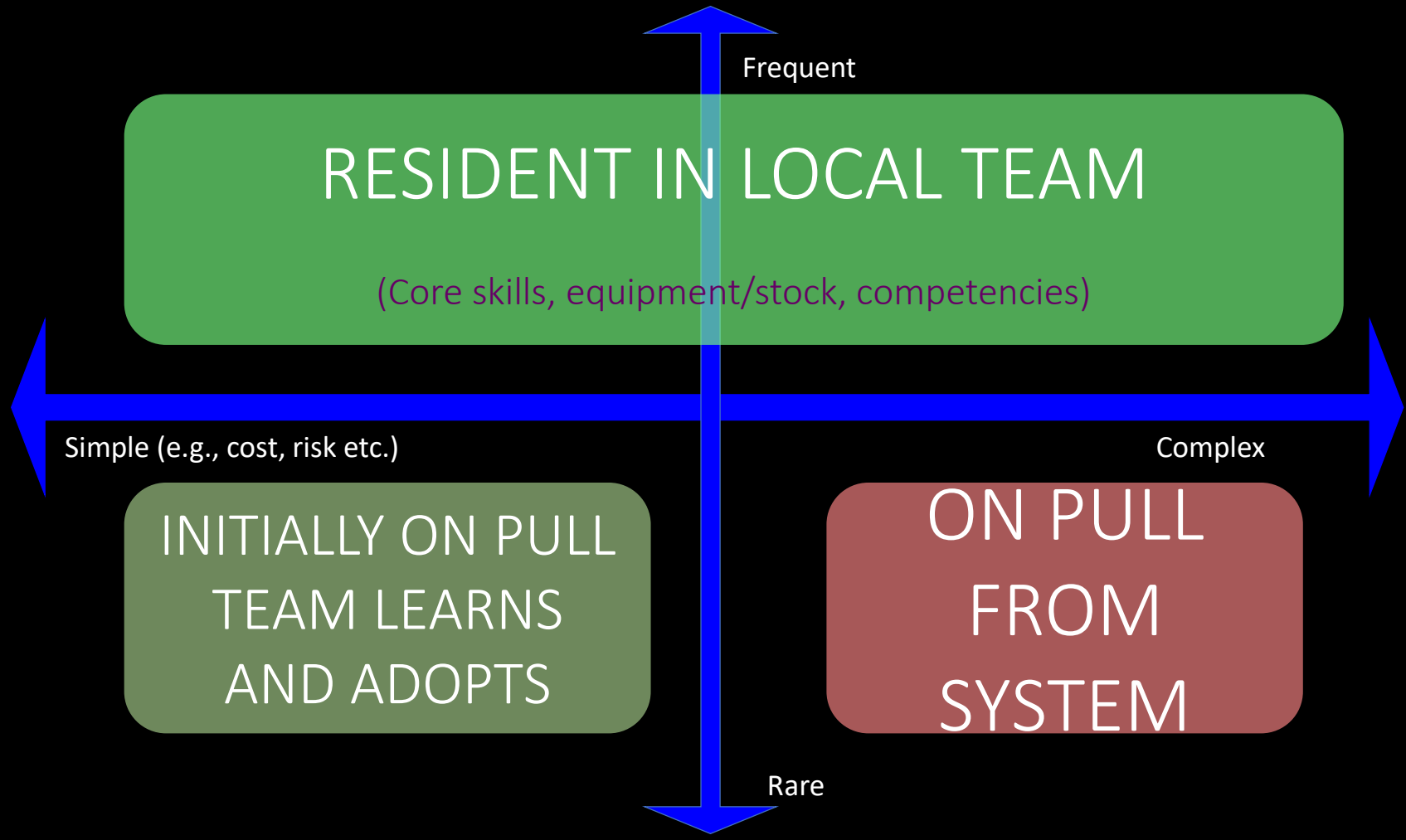
Engage the Leadership Team with System Issues

**Change the system** based upon evidence and learning

# Roles: Managing complexity and cost

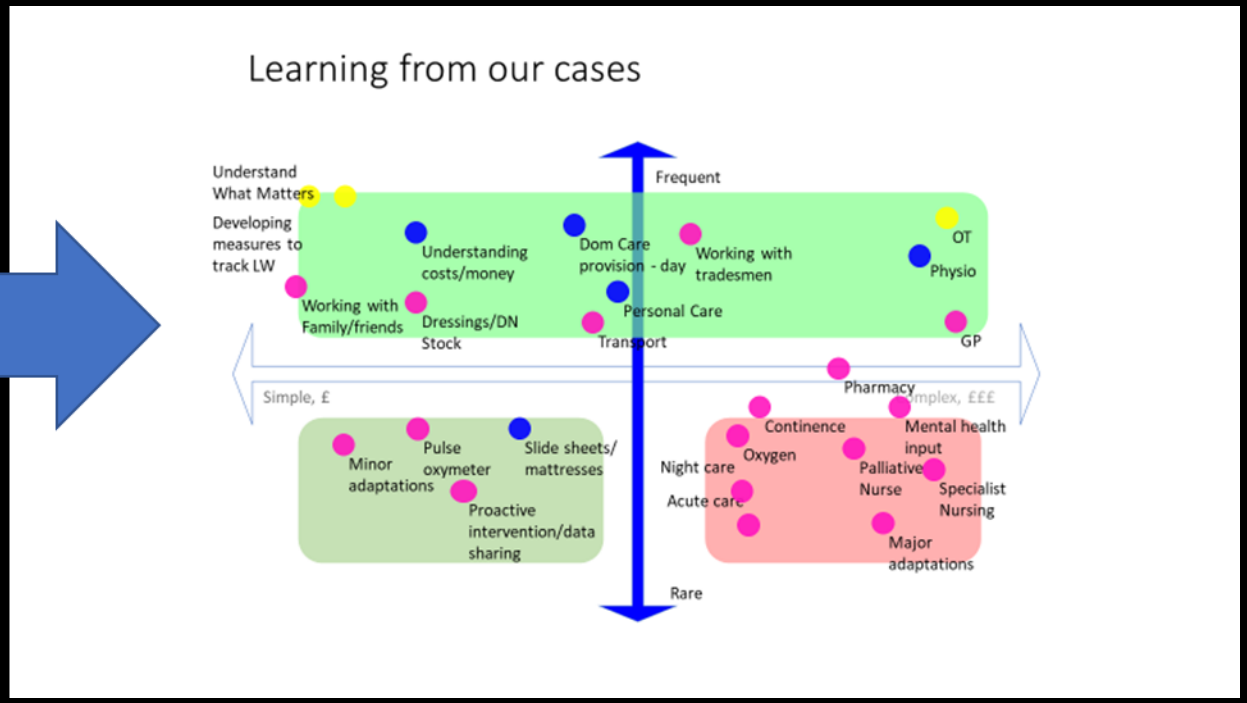


# Designing for frequency

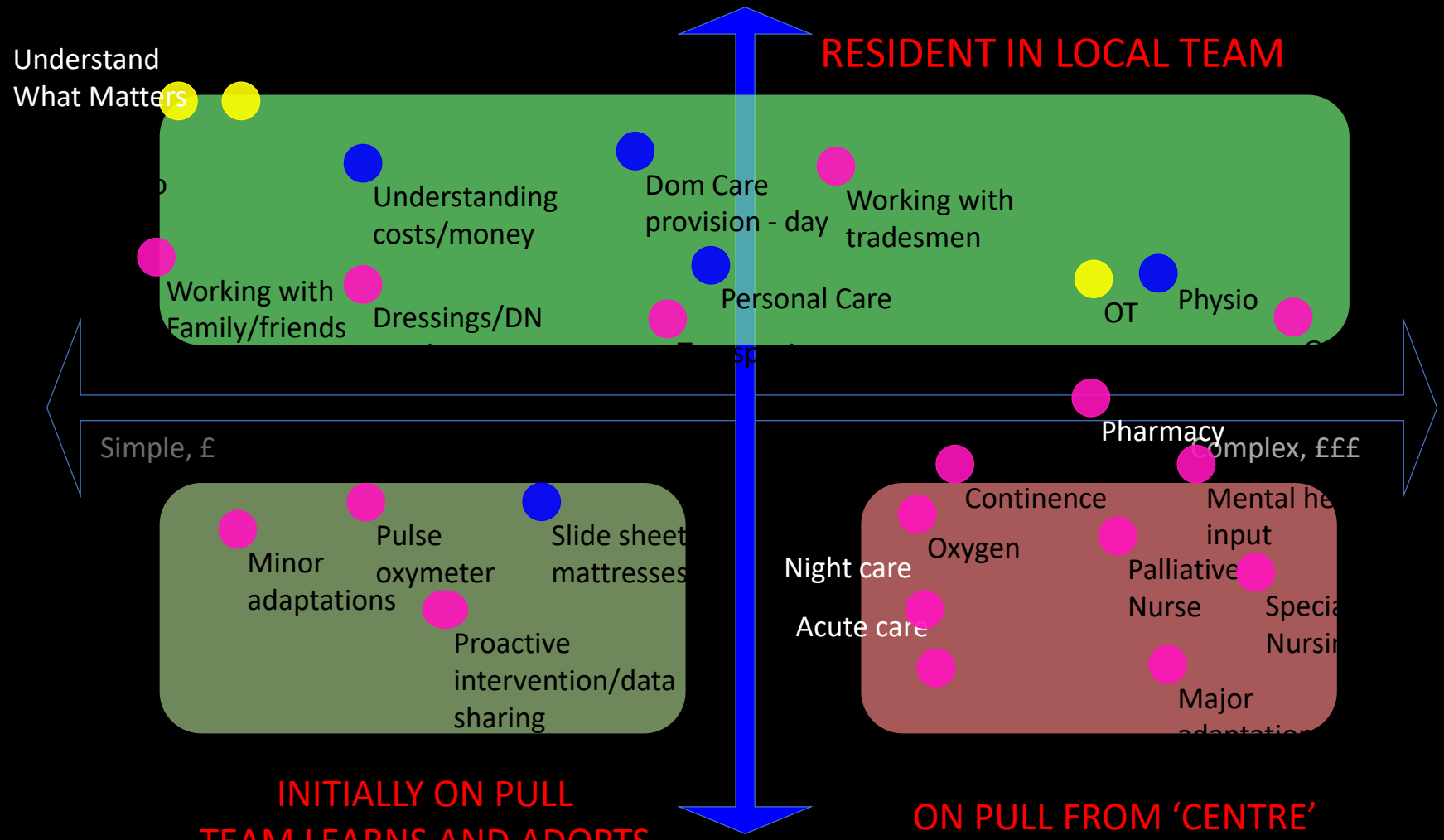


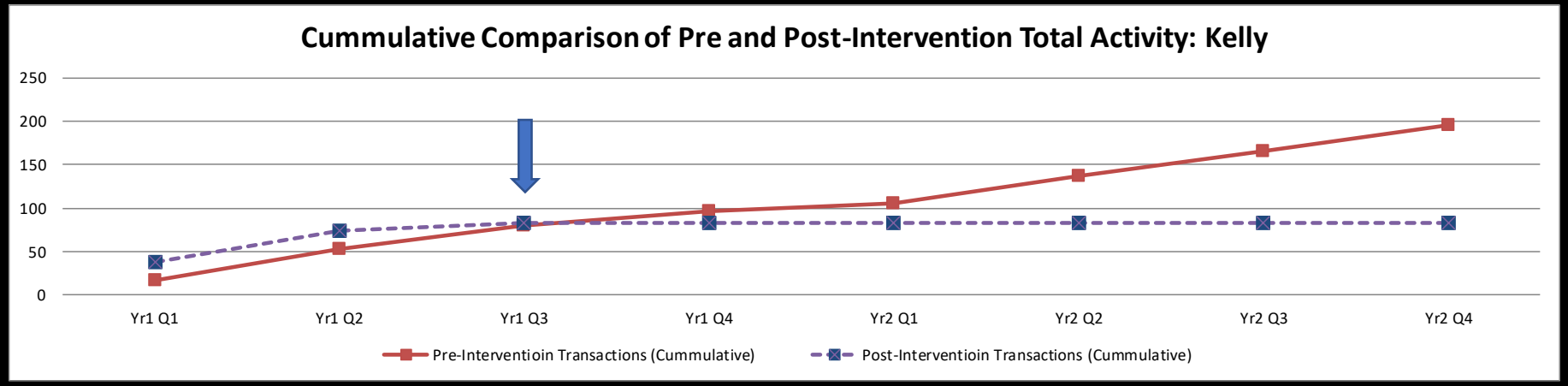
# Designing for frequency

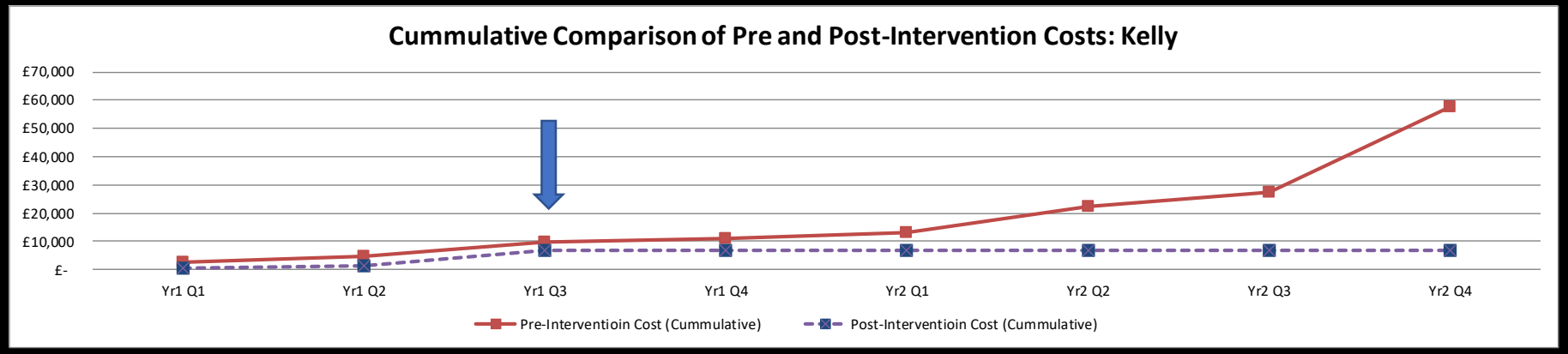
| Activity | Frequency | Complexity |
|---|---|---|
| | | |
| | | |
| | | |
| | | |



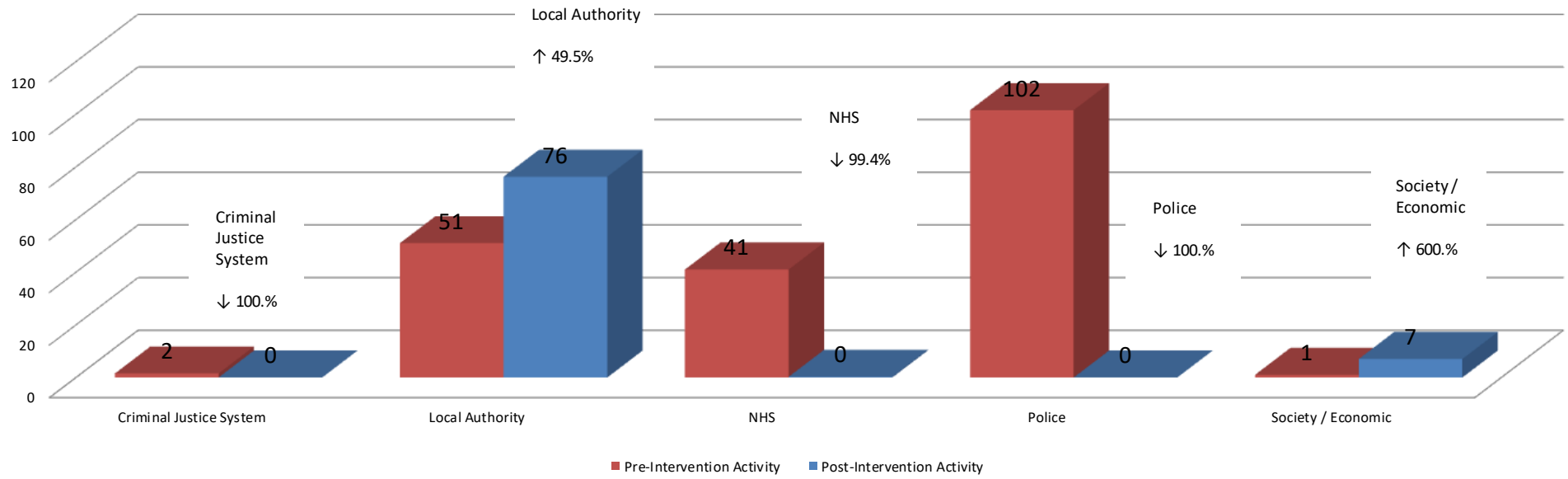
# Learning from cases

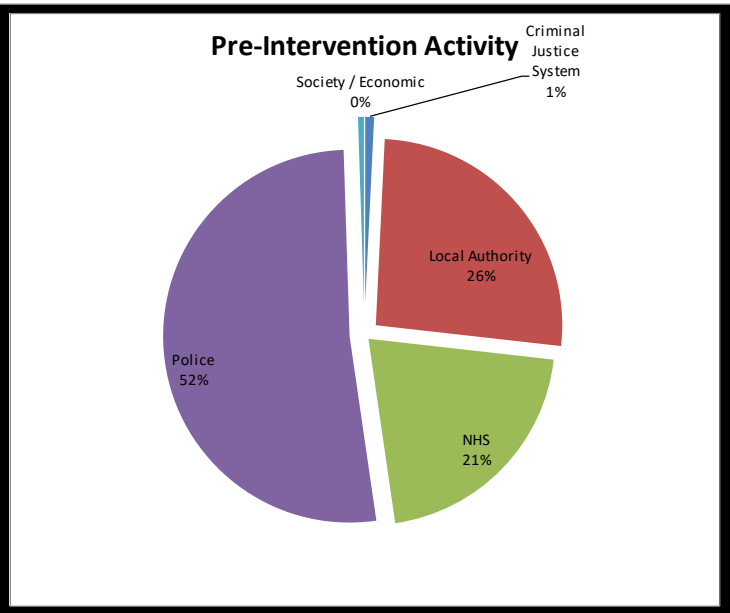


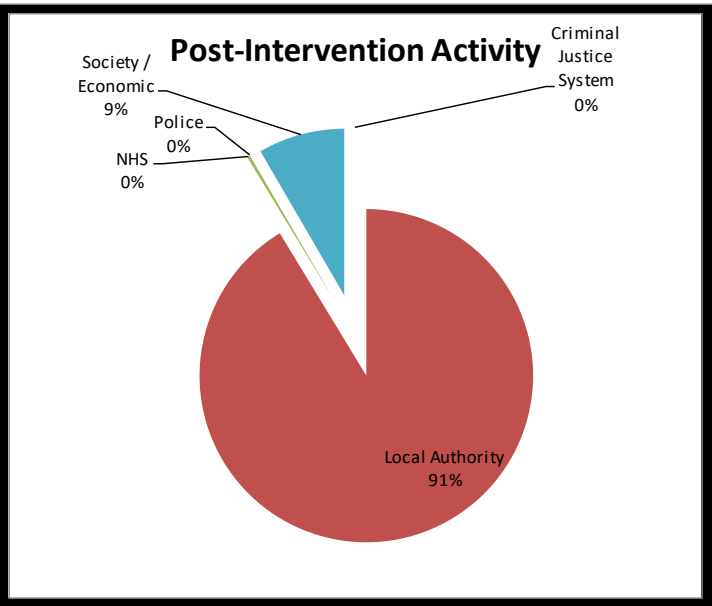

Cummulative Comparison of Pre and Post-Intervention Total Activity: Kelly
250
200
150
100
50
0
Yr1 Q1
Yr1 Q2
Yr1 Q3
Yr1 Q4
Yr2 Q1
Yr2 Q2
Yr2 Q3
Yr2 Q4
Pre-Interventioin Transactions (Cummulative)
Post-Interventioin Transactions (Cummulative)


Cummulative Comparison of Pre and Post-Intervention Costs: Kelly
£70,000
£60,000
£50,000
£40,000
£30,000
£20,000
£10,000
£-
Yr1 Q1
Yr1 Q2
Yr1 Q3
Yr1 Q4
Yr2 Q1
Yr2 Q2
Yr2 Q3
Yr2 Q4
Pre-Interventioin Cost (Cummulative)
Post-Interventioin Cost (Cummulative)

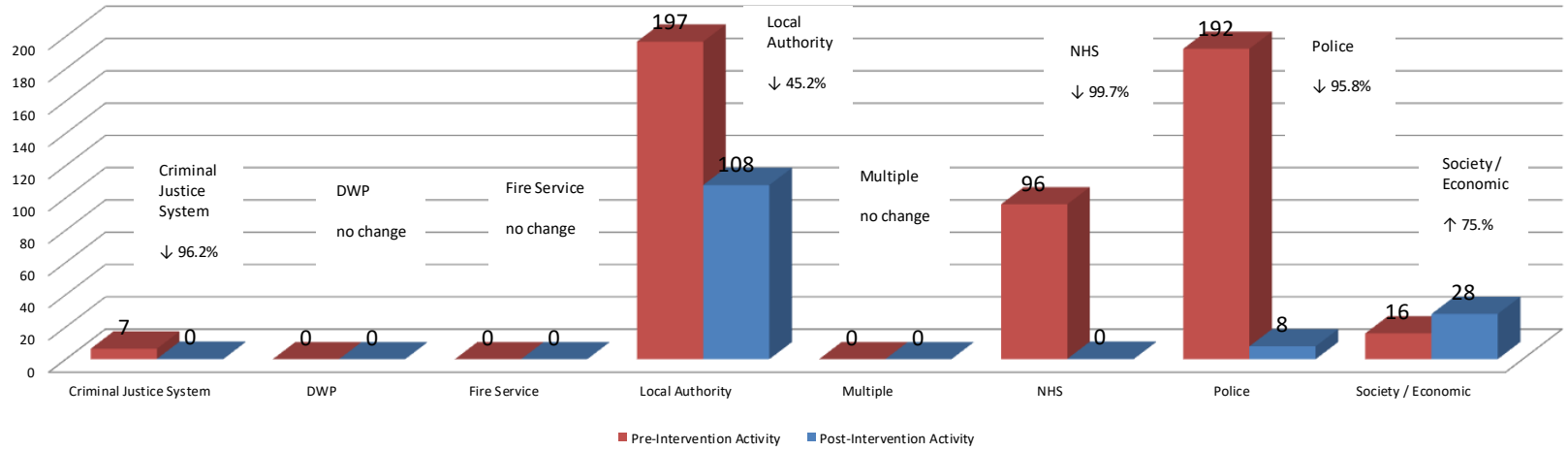
## Demand Analysis: Number of Pre and Post-Interventions by Agency: Kelly

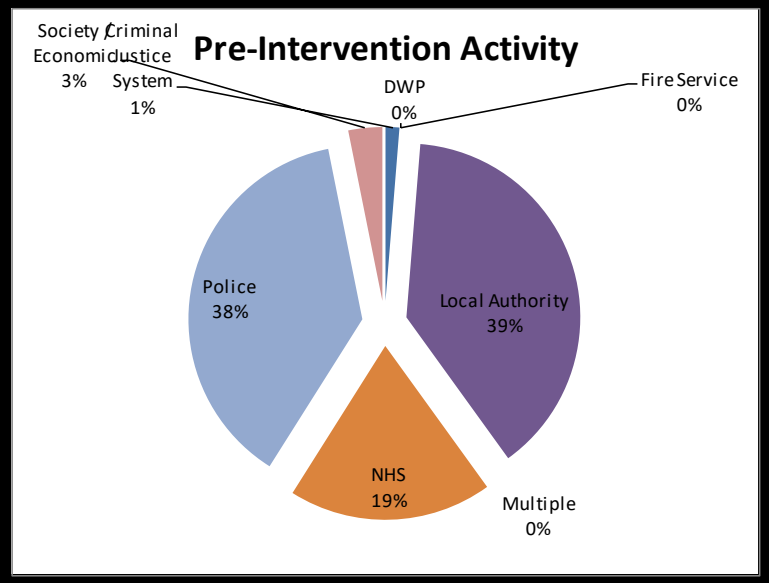


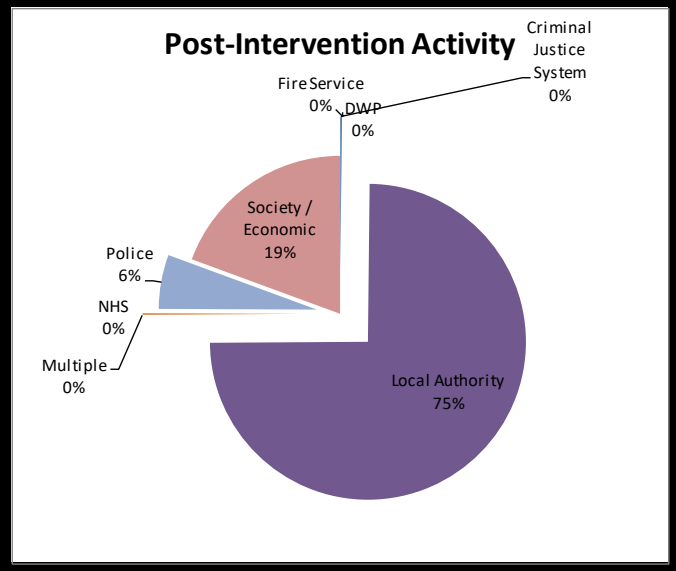



## Economic Outcomes, Number of Pre and Post-Interventions by Agency: All Cases



# Capturing the learning from *issues*

| Issue Description | Level | | | Status (open/ closed) | Owner | | | Action required | |
|---|---|---|---|---|---|---|---|---|---|
| | Ind | Sys | Macro | | Team | L'ship | Govt | Countermeasure (now) | System Change (new normal) |
| | | | | | | | | | |
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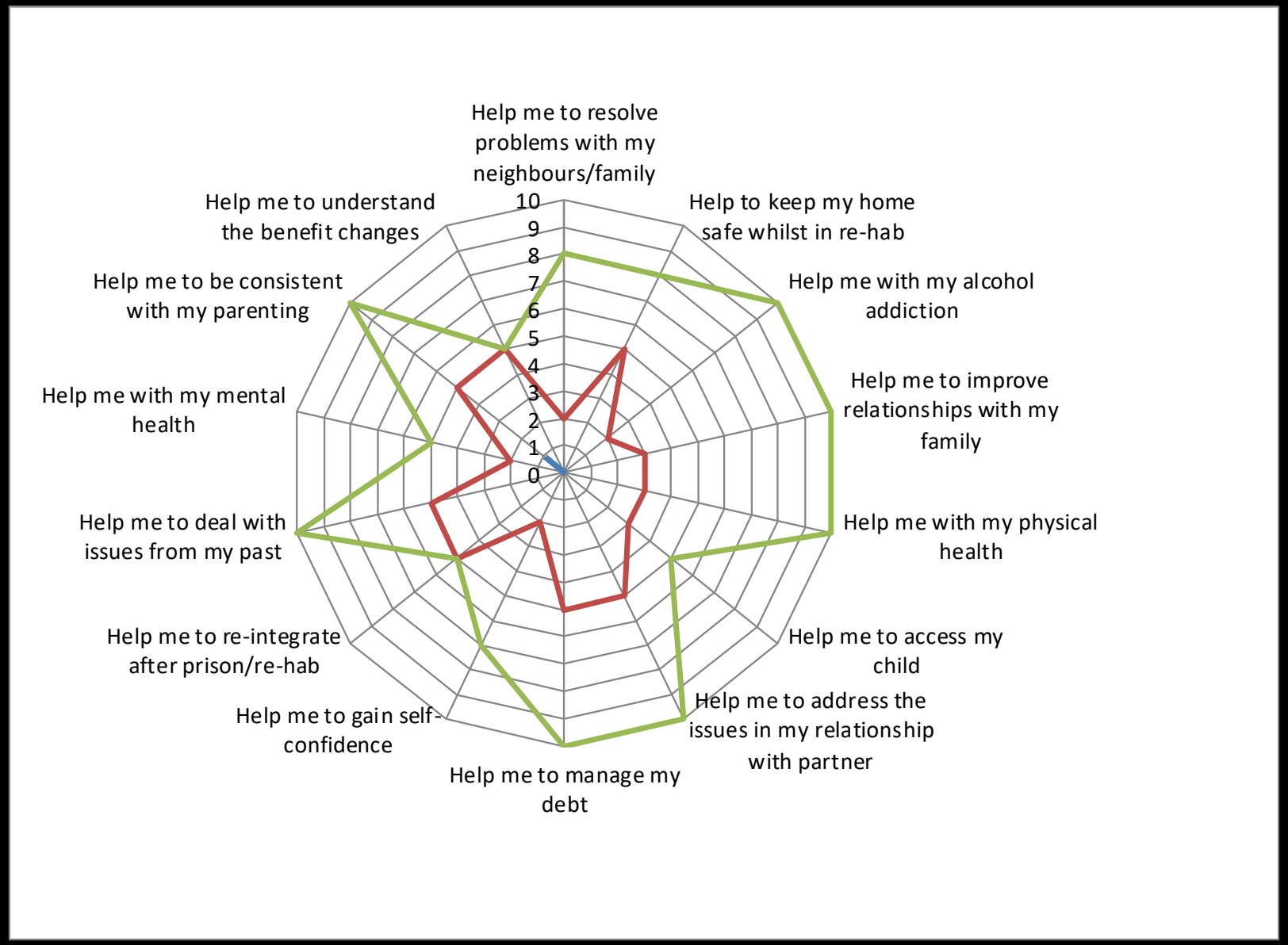
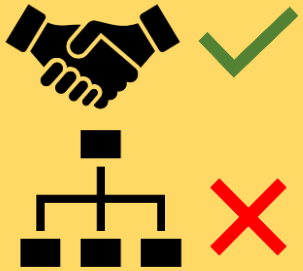

Help me to resolve problems with my neighbours/family
Help to keep my home safe whilst in re-hab
Help me with my alcohol addiction
Help me to improve relationships with my family
Help me with my physical health
Help me to access my child
Help me to address the issues in my relationship with partner
Help me to manage my debt
Help me to gain self-confidence
Help me to re-integrate after prison/re-hab
Help me to deal with issues from my past
Help me with my mental health
Help me to be consistent with my parenting
Help me to understand the benefit changes
10
9
8
7
6
5
4
3
2
1
0

# What did we learn?

Signals are a huge opportunity to reduce demand and inequality

We don't really know a problem until we know its context



Relationships solve problems, rather than services and hierarchies

Compassion and empathy *systematically* lead to innovation

Simple, small scale actions and interventions are effective and good value. Idiosyncrasy critical

We need to rethink what we mean by control

Support is what we need most and do least

Intervention

Support

Transaction

Focussing upon efficiency via projects makes us less effective and less able to change

Innovation is practically simple and culturally hazardous

*Known end point*

‘Core curriculum’ – employee skills and ethos

Leadership development – control, non-linear world, trauma informed practice

## Training

Prevention through support – building bespoke caseworker capacity in communities

Sensible, ethical prescience – data as a signal

## Project

Understanding and developing community power

Building online capability – services and citizens

*Indirect*

*Direct*

Homelessness reform

- Prototype around method
- Enquiry around prevention/eradication

Commissioning for complexity

Developing progressive relationships with regulators

## Enquiry

Creating capacity for change across all PoL across the macro system (Devolution 2.0?)

Reframing the financial context of prevention and holistic working

## Prototype

Specific, place based prototypes

*Unknown end point*