

# STEP CHANGE

## *What does it mean to us?*



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As a partnership we need to have a clear and consistent understanding of what the terminology within this landscape means to us. This will help us to have a coherent approach.

- **Whole systems approach** – This includes the entire sphere of our influence as a Community Planning Partnership. It is the people, policies, and practices and the links and relationships between each of them.
- **Systems thinking** – For us this is the process of understanding how all the components across our partnership influence each other. It is about appreciating the interdependencies between all the different systems that are involved.
- **Collaborative/collective leadership** – This is an empowering approach where power and responsibility is spread both across partner organisations and communities, and individuals within them.

We have used these concepts to help us understand how we can work better together and achieve a “step change” in Community Planning in North Ayrshire. This means a significant and conscious change in the ways that we work.

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## *What will work for us?*



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We need to start where we are and draw on what is around us. There is a context within which our partnership works. While this may give us some constraints (or some boundaries that we may want to push against) it also gives us opportunities to build on what we already have.

We already have the “**what**” – our Local Outcomes Improvement Plan and Fair for All strategy. We also have the “**why**”, which is to achieve our partnership vision of “North Ayrshire – A Better Life”. Our step change focuses on the “**how**”.

It takes learning from whole systems approaches, systems thinking, and collaborative or collective leadership and thinks about how this may apply to North Ayrshire Community Planning Partnership.

The key underpinning messages are. . .

Our Community Planning Partnership is a **complex** system, made up of individual systems which all impact each other.

An effective system has common qualities throughout it, especially in terms of how people behave. These include believing that people can be **trusted** to do the right thing. There is **autonomy** to make local decisions based on local knowledge and experience. There is **devolved** decision making, a move from policy based decisions to using own judgements. We should work **across organisational boundaries**.

Where these behaviours are evident across the system they lead to positive change.

We need adaptive approaches, based on learning and feedback. We should shift the focus of measurement to **direct feedback** from those involved. We need to capture the softer outcomes and the **distance travelled**.

**Relationships** are all, if we don't have strong relationships then how can we work well together? How can it be ok to make **mistakes** together, and **learn** and develop?

# STEP CHANGE

## *Proposed Initial Actions*



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The long list to the short list. . . .

We will develop, launch and promote the use of the **Community Book**. This resource will provide information on a wide range of supports, interventions and services from a very local to national level which will assist people in crisis. This will help partners to support people in a more holistic way more widely than their organisational boundaries.

We will use the **health inequalities self-assessment tool** to help us address inequalities more effectively. This will enable us to assess staff knowledge about how social and economic problems affect the people they work with, confidence and skills in discussing these issues with people; and the tools available to staff for sign-posting to social and economic support services. It will also identify opportunities to address inequalities as part of service planning.

We will focus on **unintentional harm** and bring together a range of partners to undertake targeted approaches.

We will implement **Health in All Policies (HiAP)** to take into account the health implications of the decisions we make, target the key social determinants of health and try to avoid causing harm with the aim of improving the health of the population and reducing inequity.

Early Adopter Site for whole systems approach to **diet and healthy weight**

# STEP CHANGE

## *The Process To Date*



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