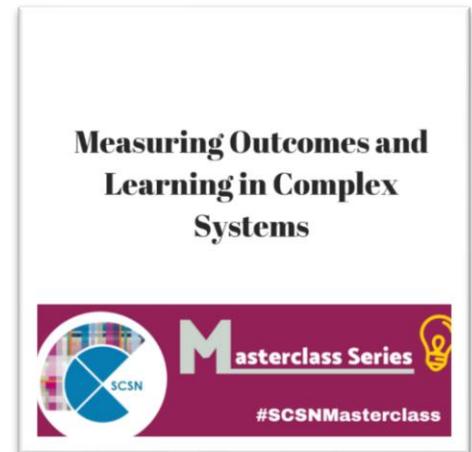


SCSN Learning Summary from the Measuring Outcomes and Learning in Complex Systems Masterclass event – 5 September 2018

How to build on the event - keep these conversations going with the community of practice in the partnerships we support but also think about how we can share this learning more widely and to think about how we can support people to do these things. It was a clear ask of participants.



There were a few people that felt that we could have provided more practical steps or guidance to support their next steps. For future events we should ensure we have something that allows people to answer 'so what does this mean for me?' or 'how can I do this in my role/organisation?'. I wonder if we can work with Toby to put some thought into doing something together on this? e.g. at the pub after we talked about what a performance framework could look like for the Police for example...

It would be interesting to go back to them and ask Toby's questions now they've had a month since the event

1. *What would it look like for you to work in this way?*
 1. *How would you use trust to empower your frontline staff?*
 2. *How will use measure for improvement?*
 3. *What would a learning system look like for your organisation/system?*
2. *What's your role in nurturing the healthy systems that produce positive outcomes?*

Reflecting on Corra and Inspiring Scotland sessions we had two similar reflective approaches covered in this session, in hindsight I would have had one input on reflective approaches and one covering another attribute of a healthy system behaviour; a performance framework that used these principles for example.

From the conversations: skills gap in collecting, understanding and analysing qualitative data (possibly something the evaluation toolkit we are talking about with BSC could help with), work to be done on supporting / showing people how to ask the WHY question and it lead them to WHAT to collect (again, something to build into evaluation toolkit?) and some work to be done on supporting or showing people how to question data to tell them more of a story e.g. similar to what the plenary speaker from Dundee HSCP was talking about at the HSC Gathering Lorraine and I went to.