**The Nottingham System Change Challenge Event**

**Background**

Opportunity Nottingham and One Nottingham hosted a Challenge Event in March, bringing together local people and projects to share their experiences of ‘system change’.

The aims of the event were to:

* Share information about current system change activity in Nottingham
* Learn whether existing local partnership models could benefit other projects
* Explore what more could be done to deliver system change

**At the event**

More than 30 people attended representing 16 partnerships, teams and organisations. All shared an ambition to achieve change, but in areas as diverse as early years and parenting, inclusion of young people, raising activity levels, combatting isolation, addressing poor mental health and wellbeing, and reducing homelessness.

**Opportunity Nottingham and One Nottingham shared a generic system change definition:**

The causes of social problems are complex and interrelated.

Complex problems do not lend themselves to simple solutions.

System change therefore requires action from multiple organisations and individuals, and changes to how they connect and relate.

Opportunity Nottingham introduced its **model of system change**. This was by no means the only approach, but many attending felt that **wide adoption of these principles in the city could help improve outcomes for a range of vulnerable individuals**:

1. Systems work as one, underpinned by strong multi-disciplinary working
2. Services are welcoming, accessible and ‘psychologically informed’
3. Systems are service-user led or informed, recognising the value of lived experience
4. Resilience is built in our service users and workforce
5. Complexity is recognised and stigma is challenged

One Nottingham shared other models used in sports and in health partnerships and speakers from Nottingham City Council’s adult social care, commissioning and housing strategy teams, and the Crime and Drugs Partnership gave practical examples of delivering system change. **Examples of attendees’ current system change activity included**:

* Incorporating the principles of Psychologically Informed Environments and trauma informed care into service design
* Involving people with lived experience more extensively in governance, commissioning and setting service standards
* Working with parents and communities to develop and test new services
* Greater use of peer support, including examples of paid mentors
* Supporting the frontline to deliver system change, including it in job descriptions
* Making time to build trust when working with vulnerable individuals
* Developing integrated services with ‘instant access’ principles at a Wellbeing Hub
* Developing a joined-up approach to care assessments
* Evidencing the impact of system failure on out of work young people

**Partners explored what else they might contribute or need to succeed.** Examples included:

* Understanding services and systems from the user perspectives when delivering, designing or commissioning them
* Mapping local systems, including those impacting activity levels, obesity and smoking during pregnancy
* Exploring how services could be better aligned under the integrated care agenda
* Using commissioning as a tool to overcome barriers to services working together
* Developing greater resilience amongst staff
* Facilitating further sharing of learning within Nottingham
* Build trust between sectors, providers and commissioners
* The **importance of citywide leadership** and **system change governance** when tackling complex issues and a need for senior support ‘unblocking’ barriers.

**Benefits**

People made new connections at the Challenge Event. Other benefits included learning about ideas attendees could adopt, identifying individual commitments and suggested areas where it would be useful to work together going forward.

**What next?**

In response, One Nottingham and Opportunity Nottingham will run a second event later in the year to reflect on learning, share progress and address obstacles. One Nottingham is also exploring how this could inform a new long-term partnership plan for the city. Slides from the event will be available on the [One Nottingham](file:///C:\Users\dave.smith\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\KABTP9JN\www.onenottingham.org.uk) website.

Thank you to everybody who took part.