



Conwy and Denbighshire PSB

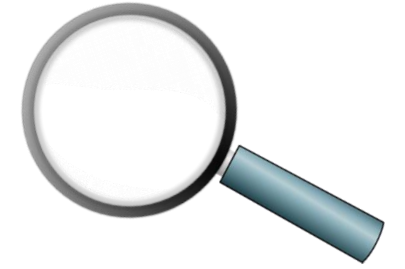
WHOLE SYSTEMS THINKING – Workshop Outcomes

Workshop overview & process

[C&D PSB - workshop \(Jan 2024\) - Google Jamboard](#)

- Workshop aimed to build on the PSBs commitment to take a ‘whole systems approach’ in the design and delivery of its well-being plan.
- Mapping work by support officers indicated there was an ‘implementation gap’ with specific actions & activities of the PSB needed to be defined.
- The workshop addressed the gap by members working through a series of worked examples – with coverage of all system levels, and all well-being plan themes.
- Building out from these worked examples, aiming to draft a work plan for the PSBs review.

Understanding our systems - reminder



Events

Behaviours and outcomes that arise from how the system function. Actions at this level generally provide short term fixes, but do not address the underlying structures that caused the behaviours/outcomes to occur.

System structures

Underlying structures that cause the events to occur. Actions at this level, which seek to reshape or redesign these structures, are more likely to reduce the frequency of events occurring in the future

System goals

Goals that the system, or a part of the system, is working to achieve. Actions taken at this level alter the goals, targets or ambitions that the system - and people within the system - are aiming to achieve.

System beliefs

Deeply held beliefs, norms, attitudes and values of the individuals and organisations within the system. Actions taken at this level aim to change the deeply held beliefs of the stakeholders and/or organisations who steer the direction of the system.

System levels

Workshop examples

Overarching

“PSB member organisations recognise their role in leading by example”

Well-being of Communities

“PSB members to embed the Healthy Travel Charter within their organisation”

Economy

“PSB members explore opportunities for volunteering, work experience and apprenticeships within their organisation”

Raising awareness - coordinated signposting and information sharing (each of our organisations have offers / campaigns - e.g. Pension credits, flood awareness sign up, healthy vouchers and other benefits available)

Shared performance measures to gauge the effect of coordinated signposting and information sharing, e.g. take-up of pension credit.

Translate PSB priorities into bite-sized actions that we can take back to our teams. Lots that we can do, but need to understand what it means for our troops.

Delegate to 1 PSB member to coordinate the signposting and deliver required training, e.g. DVSC who have insight into community networks.

Agree consistent messaging and coordination of message(s).

“PSB member organisations recognise their role in leading by example”

Engage with our customers - is the 'system' working for you.

Championing / Leading / Problem Solving. Assess risks and act.

Consider the gap between strategic and operational teams. How can the PSB equip their teams with the information to help and signpost people?

SPOA used as an avenue for coordinated signposting.

Leaders as problem solvers who assess the risks.

Would a regional PSB work better?

There is a need to bridge the gap between Strategic and Operational.

Coordinate buy-in from others. Need clear information to do so.

Overarching

Look at how PSB members communicate with each other. Consider commissioning one system to do this.

Give help to each other?
Making connections / sharing experience. Share lessons learned.

How we communicate with partners. E.g. Active Travel - what does it mean? How does it operate? Need a better system for communication, to build a network and pool of resources.

Individual members to go back to their organisations and advocate / raise awareness / link up best practice.

“PSB members to embed the Healthy Travel Charter within their organisation”

Siloed activity? Benefit here is sharing best practice.

Showing the way as leaders; set out the commitment; promote good practice; engage and learn.

Understand barriers to implementation - infrastructure and lifestyle - look at habits - research within organisations.

Connect with right groups - to promote, to evaluate, to improve.

Where there is a block or an issue = PSB can lead to unlock. Commission research to better understand a problem

We know where the issues are - infrastructure, cost, and equalities - but we can explore where we CAN do something.

Adopt simple but good practices relating to PSB meetings and promote sustainable and active travel. Set targets around this.

Establish what is already happening and establish a baseline for each PSB member. Assess / map / evaluate the gaps and learn from each other.

“PSB members explore opportunities for volunteering, work experience and apprenticeships within their organisation”

engage & invite private sector experts in

Reports to PSB - come with clear recommendations for the partnership. E.g. Barriers to jobs report. Recommend that PSB orgs discuss with HR departments, and feedback

Do more of it! There's a lot we can offer.

How do we become inclusive in our communities? Have a common understanding about the barriers - why don't people apply for our jobs?

strengthen schools relationships

Bring in experience of others (not on PSB) - invite to help and learn from.

Lobbying WG for apprenticeship funding / support

Volunteering, work experience & apprenticeships - 3 distinct areas of action

share collective pride in North Wales region, collectively promote North Wales as a good place to live & work

engage with young people & junior staff

Make recruitment more welcoming.

How flexible are we as organisations in supporting our staff to perform civic duties / volunteering for other orgs.

Set strategic direction and champion. Should look for innovative opportunities between our organisations.

engage internally with HR departments and feedback

Raise awareness as to opportunities available across our orgs as a partnership.

Live lives through the eyes of others. Educate others.

Volunteering - organisations releasing staff / need alignment of policy = set commitments & targets but ensure they are flexible between organisations.

Approaches identified

Piloting

One (or a very small number) or key themes through which the PSB can pilot a 'whole systems approach'

Modelling

With the PSB agreeing to a simple set of good working/cultural practices it can adopt and promote internally (through its organisations) and externally (to the wider public).

Engaging

With the PSB undertaking training, inviting in relevant experts, and drawing upon expertise from within its member organisations to advance understanding and inform wider decision-making

Example of PSB action

Piloting

Co-ordinated approach to information sharing using partners' campaigns / offers (such as uptake of pension credit, flood awareness schemes)

Modelling

Adopting green practices with regards to meetings

Involving young people in our meetings

Engaging

Undertake training (such as anti-racism training)

using our meetings differently to improve engagement approaches and strengthen community relationships

Next steps

- Agree on key actions to form a work plan
- Agree on a member lead for each of the actions identified (to act as a point of contact and keep momentum between meetings)
- Relevant officers will offer 1-2-1's with Members to reflect on their role and any support needed

Example FWP Timeline

Formal Meeting

Use part of each meeting to focus on **Piloting** actions – to allocate tasks

Summer
2024



Autumn
2024



Winter
2024



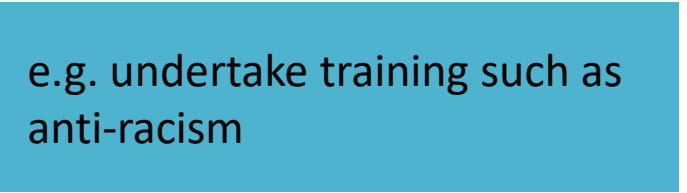
Spring
2025



Informal Meeting

Use part of each meeting to focus on **Engagement** actions – to teach or talk

Summer
2024



Autumn
2024



Winter
2024



Spring
2025

