Supporting Effective Public Services in Scotland
A three-year project to improve public services for all Scotland’s communities to flourish
Purpose and aims

• **Purpose**
  • To use evidence to transform public services for all of Scotland’s communities to flourish

• **Aims**
  • identify and better understand what is working and not working on public service delivery in Scotland, how we can translate knowledge from setting to setting
  • contribute to the development of a Scottish model of service delivery that brings about transformational change for people living in different places across Scotland
• learn what is and what isn’t working in their local area
• encourage collaborative learning with a range of local authority, business, public sector and community partners
• better understand what effective policy interventions and effective services look like
• promote the use of evidence in planning and service delivery
• help organisations get the skills and knowledge they need to use and interpret evidence and embed its use in their everyday working practices
We’re also working at a national level with:

• Glasgow Centre for Population Health
• Healthcare Improvement Scotland
• Improvement Service
• Inspiring Scotland
• Institute for Research and Innovation in Social Sciences
• Joint Improvement Team
• NHS Education for Scotland
• NHS Health Scotland
• Scottish Council for Voluntary Organisations
We work across the four pillars of the Scottish Government’s Christie commission:

- Prevention
- Performance
- Participation
- Partnership
Providing a focus for the exchange of ideas, independent thinking, analysis and debate

Our partners and structure

Our partners

The GCPH is a partnership between NHS Greater Glasgow and Clyde, Glasgow City Council, and the University of Glasgow, funded by the Scottish Government.

These partner organisations are formally engaged in establishing and supporting the Centre's strategy, priorities and work programme through two key bodies: the Management Board and the Executive Management Team. More information on each of these is provided below.

In addition to this formal partnership and governance structure, we work collaboratively with a wide range of stakeholders and partners from a range of organisations, sectors and communities.

Management Board

The Management Board consists of representatives from each partner organisation, the Deputy Director of the Health Improvement Strategy Division at the Scottish Government, and the GCPH Director and Associate Director. It is chaired by the Chair of NHS Greater Glasgow & Clyde.

The Management Board meets four times a year and is the Centre's formal governance structure, responsible for setting the Centre's strategy and agreeing strategic plans for its range of activities. Individually and collectively, board members are responsible for ensuring that their host organisation contributes to the success of the Centre and that the Centre's mission is achieved.
• Established in 2004 to understand Glasgow’s poor health record and inform and influence action to improve health and tackle inequality

• Focus on 4 themes –
  • Understanding Glasgow’s health
  • Urban health
  • Poverty, disadvantage and the economy
  • Asset-based approaches and resilience
Working across the boundaries of research, policy, implementation and community life, the Glasgow Centre for Population Health (GCPH) generates insights and evidence, supports new approaches, and informs and influences action to improve the city’s health and tackle inequality.

Guiding principles / ways of working:
• Taking a long term view
• Being evidence-centred and ethical
• Using creative approaches
• Being collaborative yet challenging
• Attending to capacity and context
Potential pathways have been proposed to explain the apparent link between religious attendance and better health outcomes, including:

1. Greater social networks, support, and integration
2. Less association with damaging lifestyle factors (e.g., alcohol, drugs, violence, risky sexual behaviour) through 'social regulation'
3. Increased psychological resources and coping mechanisms
4. Encouragement of volunteering, which, as discussed in Section 4.1, is linked to better health outcomes.
The answer is 17 years, what is the question?

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The diagram illustrates the interplay between urban environments, social contexts, individual needs and behaviours, communities, early years, children, and young people, and approaches to improve outcomes.
Preconceptions, expectations and stereotypes

Power

Attitudes

Behaviours

Symbols

Priorities

Knowledge

Independence
Factors for Influencing

- Relationship Building
- Sticking with Issues Long-Term
- Understand Others’ Priorities
- Flexibility / Responding to Opportunity
- Early Involvement
- Language
Using data
Fresh Thinking
Voice
We work with local partners to help provide different kinds of **Evidence** to solve local problems…….
...and create a resource where others can access the evidence relevant to them
We’re conducting Collaborative Action Research……..

……..with four of Scotland's Community Planning Partnerships to support them with better use of evidence
In Partnership with:

Aberdeenshire Council

Fife Council

Glasgow City Council

West Dunbartonshire Council
By the end of 3 years we will have helped local communities to:

- get the services they need
- have ways of planning and developing services for the future
A continuum of research use (From Nutley et al 2007)

Awareness

Knowledge and understanding

Attitudes, perceptions, ideas

Practice and policy change

more conceptual uses

more instrumental uses
What kind of involvement? (Martin 2010)

Academic independence

Informant
Recipient
Endorser
Commissioner
Co-researcher

Impact
Lessons learnt

• 1. Honesty
• 2. Professional and Personal connection
• 3. Mutual benefits and understanding
• 4. Nurturing authenticity
• 5. Understanding the context
• 6. Rethinking accountability and ownership
• 7. Understanding limitations
• 8. Using expertise appropriately
• 9. Articulating benefits and impact
• 10. Understanding when and where to contract
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Find out more!
whatworksscotland.ac.uk
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