

# Leaning into Learning

Place-based learning  
and emerging themes

September 2025

No  
Wrong  
Door  
Scotland



# Reminder of learning questions used by centre points:



## What doors are open?

This question is to help identify and do more of what works:

- a. Where are things going well, and for whom?
- b. What positive patterns do you notice?
- c. Why is it working and how do we do more of this?



## What 'business as usual' are you challenging?

This questions is about getting out our lanes and testing new ways of working:

- a. Where are things not going so well and for who?
- b. How will you change or improve it?
- c. What are you going to improve and by how much?



## What do you need?

This question is about clarifying what is needed to make the changes identified. Is it about:

- a. Policy and governance: local or national.
- b. Resources and infrastructure: time, money, tools or supplies.
- c. Mindsets and culture: values, assumptions, attitudes or beliefs.

Noticing

# Common Themes



# **Relationships**

---

## **at the heart**



**A trusted and connected workforce across sectors enables joined-up services that wraparound people.**



## Opening doors – doing more of what works.

### Centre point examples:

- a. Colocation of diverse services.
- b. Formalised pathways between public bodies and third sector organisations.
- c. Community link workers and being where people are.
- d. Beyond simple ‘signposting’ to introduce and connect people to other services.
- e. Meaningful cross-sector partnerships.



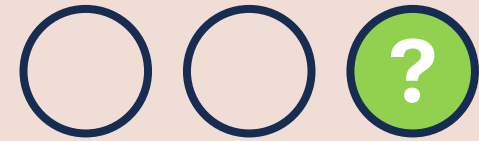
## Challenging ‘business as usual’ and testing new ways of working.

Connections and knowledge that are lost when people move on: “we used to do that!”.

Third sector has few levers to formalise key relationships with the public sector – with gaps in the safety net created as a result.

### Committing to:

- a. Hard-wiring partnership protocols into organisations.
- b. Creating time to nurture and attend to professional as well as client relationships.



## Clarifying ‘big change’ needed: policy, resources, mindsets.

### Questions for National Learning Set:

- a. What **policy** change could act as a leverage point to require an ‘all-sector’ response to SMD?
- b. What radical shift in how we allocate or access **resources** could unlock change? How can we reimagine resource flows to prioritise long-term impact over short-term constraints?
- c. What deeply held **mindsets** or cultural assumptions are holding back ‘all-sector’ responses to SMD? What is the intervention to challenge this?

# Courageous

---

# Care



**Frontline staff frequently navigate high-stakes challenges, stretching beyond their own comfort threshold.**



## Opening doors – doing more of what works.

### Centre point examples:

- a. Flexible service budgeting to enable more focus on the capacity and safety of frontline staff.
- b. Creating trauma-informed care and environments for people using services.

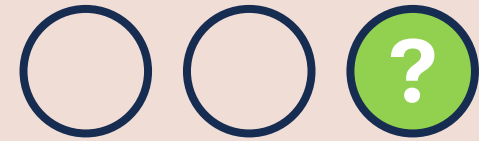


## Challenging ‘business as usual’ and testing new ways of working.

Services are often not designed or adequately resourced as high risk environments – we are all relying on underpaid frontline workers who are prepared to ‘go the extra mile’. This is intolerable.

### Committing to:

- a. Public health and place-based approach to prevention.
- b. Influencing commissioners and funders for reduced caseloads and time for frontline support, reflection and training.



## Clarifying ‘big change’ needed: policy, resources, mindsets.

### Questions for National Learning Set:

- a. What **policy** change could act as a leverage point for enabling courageous care in safe spaces?
- b. What radical shift in how we allocate or access **resources** could unlock change? How can we reimagine resource flows to prioritise long-term impact over short-term constraints?
- c. What deeply held **mindsets** or cultural assumptions are holding back care in safe places? What is the intervention to challenge this?

**Safe stories,**  

---

**shared smartly**



**To modernise and streamline data sharing across sectors, to reduce data redundancy, improve outcomes – and so people only need to share their story once.**



## Opening doors – doing more of what works.

### Centre point examples:

- a. Finding workarounds to data sharing barriers on a cross-sector basis at local level.
- b. ‘Under one roof’ services offer logistical solutions to digital and data barriers to support.

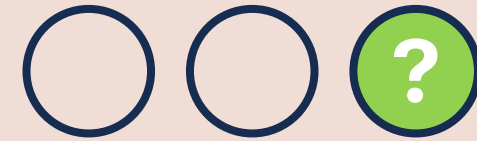


## Challenging ‘business as usual’ and testing new ways of working.

Inefficient data-sharing systems create frustration and barriers for those providing and using services, hindering effective support.

### Committing to:

- a. Influencing digital solutions to the data impasse, using the new prevention duties as a cross-sector testing ground.
- b. Testing small scale how a shared data approach could work, with a small group giving explicit consent.



## Clarifying ‘big change’ needed: policy, resources, mindsets.

### Questions for National Learning Set:

- a. What **policy** change could act as a leverage point for digital and data barriers to support?
- b. What radical shift in how we allocate or access **resources** could unlock change? How can we reimagine resource flows to prioritise long-term impact over short-term constraints?
- c. What deeply held **mindsets** or cultural assumptions are holding back efficient data sharing systems? What is the intervention to challenge this?