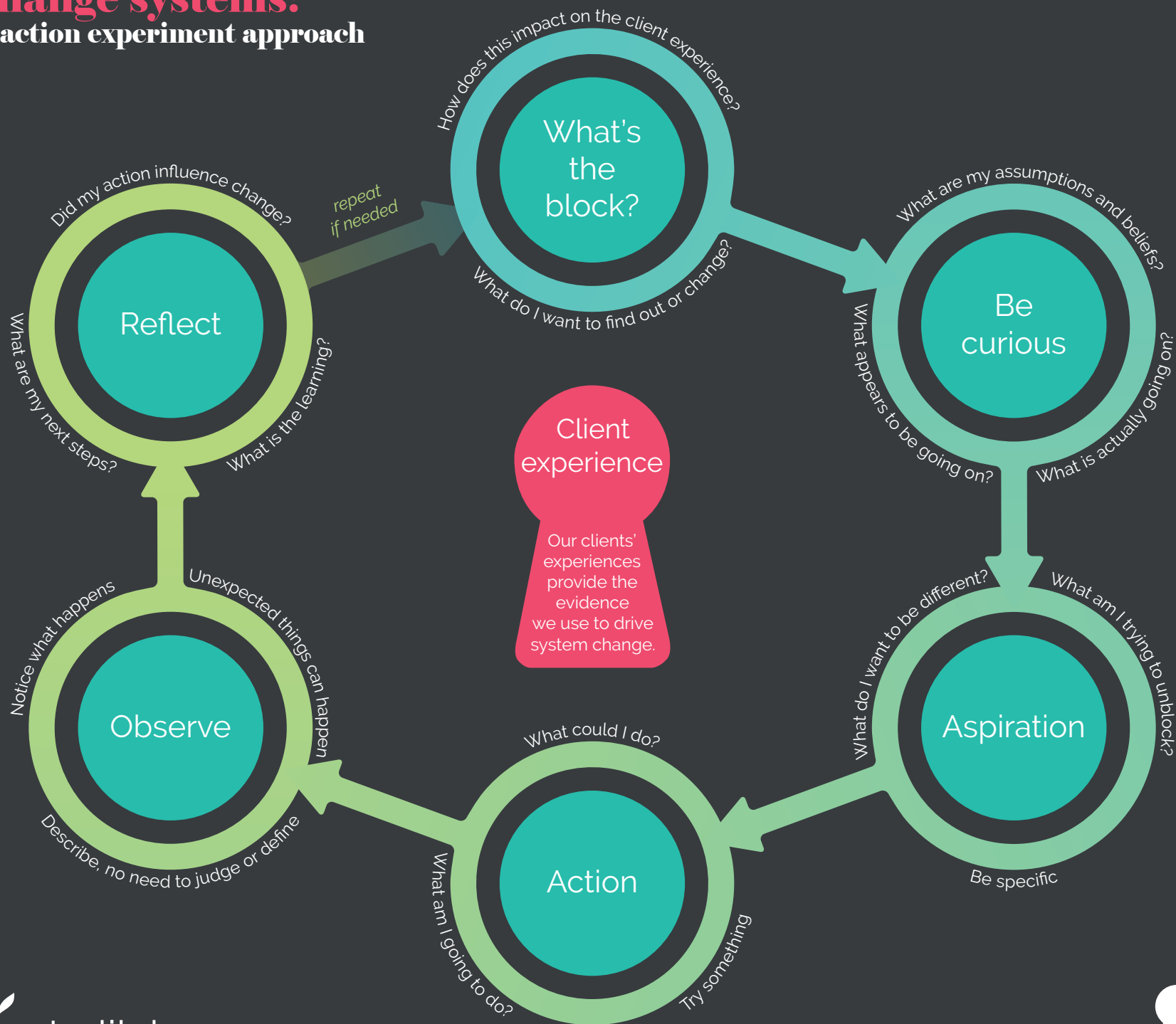


How to change systems: an action experiment approach



adapted from the work of



Golden Key is a partnership of 19 organisations from Bristol. We work together to improve services for Bristol citizens with the most complex needs.

We are an eight-year pilot funded by the Big Lottery. Our work is continuously and independently evaluated. This is so lessons can be learned about how services can be made better for the most vulnerable - not just here in Bristol but across the whole of the UK.

We work with clients who have been identified as having complex needs. All of them experience a challenging mix of homelessness, long term mental health problems, dependency on drugs / alcohol and offending behaviour.

By working closely with these clients, we are able to see the system through their eyes and pinpoint areas where it is not working. We use this information to identify the changes services need to make for the better, both strategically and operationally.

We are bringing about change at every level - from the way we structure services, to the way we run the city.

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