Understanding crisis-response measures

Collective Sense-making

Ian Burbidge

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Approach

• The grid helps us assess the things we stopped and started specific to the crisis response.

• Identify measures taken. Review each measure or aspect listed in terms of: did it work? what was the impact? what were the unintended impacts? what did we learn?

• Which quadrant might they fit in? For new measures we’ll need to evaluate whether something should be top left quadrant (end these things) or top right (amplify these)

• The Challenge Lab approach - our ‘impact accelerator 2.0’ – for post-crisis communities will help people work through this process, identify those measures that fall in each quadrant, take those worth amplifying and find ways to do so

• Don’t forget to review those things that we had to keep on doing (to a greater or lesser extent) during the crisis that existed before the crisis (eg refuse collections)? What else did the crisis teach us about these current systems and processes? Which are not fit for a post-crisis world in their pre-crisis form? ie the context has changed but they haven’t.
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DURING CRISIS

STARTED

STOPPED

POST-CRISIS

STOPPED

STARTED

NEW PRACTICE

OLD PRACTICE
## Understanding crisis-response measures

### Collective Sense-making

<table>
<thead>
<tr>
<th>DURING CRISIS</th>
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<tr>
<td>WE’VE DONE THESE THINGS TO RESPOND TO IMMEDIATE DEMANDS BUT THEY ARE SPECIFIC TO THE CRISIS</td>
<td>WE’VE BEEN ABLE TO TRY THESE NEW THINGS AND THEY SHOW SOME SIGNS OF PROMISE FOR THE FUTURE</td>
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<tr>
<td>WE’VE BEEN ABLE TO STOP DOING THESE THINGS THAT WERE ALREADY / ARE NOW UNFIT FOR PURPOSE</td>
<td>WE’VE HAD TO STOP THESE THINGS TO FOCUS ON THE CRISIS BUT THEY NEED TO BE PICKED UP IN SOME FORM</td>
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**WHAT PRACTICE ARE WE SEEING IN COMMUNITIES, INSTITUTIONS, POLICIES?**

- **STARTED**
- **STOPPED**

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**During Crisis**

- Teacher Assessments in Lieu of Exams
- NHS Procurement

**Stopped**

**Post-Crisis**

- New Forms of Collaboration with Voluntary Sector
- Duty Under the Care Act to Assess Care/Support for Adults

**Started**

**Examples**
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WHAT PRACTICE ARE WE SEEING IN COMMUNITIES, INSTITUTIONS, POLICIES?

DURING CRISIS

STARTED

TEMPORARY MEASURES

INNOVATIVE MEASURES

STOPPED

OBsolete ACTIVITY

PAUSED ACTIVITY

POST-CRISIS

STOPPED

STARTED

NEW PRACTICE

OLD PRACTICE
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<td>HOW DO WE AMPLIFY INNOVATIVE MEASURES IN WAYS THAT LEAD TO SYSTEMIC CHANGE?</td>
<td></td>
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<td>HOW DO WE LET GO OF OBSOLETE ACTIVITY IN WAYS THAT AVOID REGRESSION TO THE NORM?</td>
<td>HOW DO WE RESTART PAUSED ACTIVITY IN WAYS THAT ADD MOST VALUE?</td>
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POST-CRISIS

NEW PRACTICE

OLD PRACTICE
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DURING CRISIS
STARTED
STOPPED

END
LET GO

AMPLIFY
RESTART

POST-CRISIS

NEW PRACTICE
OLD PRACTICE
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DURING CRISIS

STARTED

END TEMPORARY MEASURES
AMPLIFY INNOVATIVE MEASURES

STOPPED

LET GO OF OBSOLETE ACTIVITY
RESTART PAUSED ACTIVITY

POST-CRISIS

STOPPED

STARTED

NEW PRACTICE

OLD PRACTICE
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**During Crisis**

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**Post-Crisis**

- NEW PRACTICE
- OLD PRACTICE

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