



ACT-ivate MEANING

Your organisation is already measuring things. The question is what that information really tells you.



Most **public sector Performance Indicators** measure **activity** (reports submitted, targets hit, boxes ticked). They tell you how the machine is running. **They rarely tell you whether anyone's life is better.** This activity asks teams to **look honestly** at what they currently measure, imagine what they could measure instead, and **prototype one better question to take back to their organisation.**



FIRE

MEANING

1. **Open with a short reflection:** ask participants to write down three things their organisation currently measures.
2. Then ask: **whose life does this measure describe?**
3. **Share a brief contrast between *activity-based measurement* and *human-centred measurement*** e.g., for health waiting lists - A delayed appointment is a statistic. Mrs Jones waiting eighteen months in pain is easily understood.
4. **In small groups, run a “How Might We...”** How might we measure whether our work is making a genuine difference to the well-being of people in our area? Generate options freely. Quantity over quality at this stage.
5. **Each group selects one idea and prototypes a single measurement** - not a full framework, just one question, one indicator, one story they could start collecting. It should be specific enough to actually try.

WORKS WITH



Act-ivate Empathy – use the emerging frictions to generate points to measure



Act-ivate Story Harvest – to test out how measuring in this way generates change

SOURCE

Human Learning Systems: Public Service for the Real World: Summary Report. (2021). United Kingdom: ThemPra Social Pedagogy. Toby Lowe

