

A black silhouette of a cartoon character with a large, bushy afro hairstyle. The character's mouth is open in a wide smile, and a large yellow speech bubble is positioned inside the mouth area. The speech bubble contains the text "TODAY IS GOING TO BE AWESOME" in a bold, black, hand-drawn style font. The background of the entire slide is split diagonally from the top-left to the bottom-right. The upper-left portion is yellow and contains the character and speech bubble. The lower-right portion is white and contains the main title and subtitle.

TODAY IS
GOING TO BE
AWESOME

Our Big Plan

Case Studies in Transformational Leadership
Mairi Martin, Director of Transformation



Happy and healthy lives

Why we are here

We have a new plan!

Our vision is for the UK to be the best place in the world for people with a learning disability to live happy and healthy lives.

There is still so much to do so that people with a learning disability have the same rights as everyone else and are treated equally in society.

Mencap is going to be working in a different way to help people with a learning disability to make this happen.

At its heart, Our Big Plan has a commitment to listening to and being led by people with a learning disability from all communities. As a result, we will make all our future decisions depending on what is important to people with a learning disability.

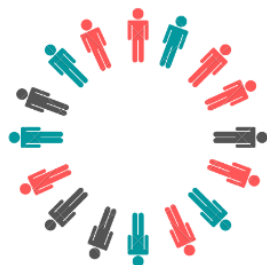


How we will work



Clear & simple

We will make things clear and simple. Everything we do will be easy to use and understand.



Team freedom

Mencap teams will have the freedom to make decisions and changes that work for them, with the right tools and support to do this.



Listen & involve

We will aim to deliver a great experience for people based on really listening to understand and involving them in creating positive change.



Community power

Local people will hold the power to change the communities in which they live. And people with a learning disability will lead the way.



Test & learn

We will try things out, reflect on what has worked well and what we can improve, building and learning in small steps as we go.



Creating equity

We know that there are many barriers stopping people living their best lives. We will not ignore these barriers. We will help to break them down.



Primary motivations

- Enhance the **quality, delivery and personalisation** of our services to demonstrably impact on the quality of life of the people we support;
- **Improve the experience** of our colleagues to attract the very best people within the sector;
- Create opportunities for resource **reinvestment** to concurrently address issues of **pay and reward** without overburdening the system.

The 3 F's (Freedom, Framework and Fundamentals)

A focus on how we make team freedom happen

What is team freedom?

The 3Fs is a tool to support teams to understand and make the most of the new freedoms we would like them to experience as we progress Our Big Plan.

Why is it important?

We want to make sure people feel confident and safe to enjoy more freedom at work.

What are the benefits?

Team freedom is all about colleagues having more control over what they do at work, which leads to them feeling happier, having a better experience at work, and in turn to better outcomes for people with a learning disability.



Clear & simple
We will make things clear and simple. Everything we do will be easy to use and understand.



Team freedom
Mencap teams will have the freedom to make decisions and changes that work for them, with the right tools and support to do this.



Listen & involve
We will aim to deliver a great experience for people based on really listening to understand and involving them in creating positive change.



Community power
Local people will hold the power to change the communities in which they live. And people with a learning disability will lead the way.



Test & learn
We will try things out, reflect on what has worked well and what we can improve, building and learning in small steps as we go.



Creating equity
We know that there are many barriers stopping people living their best lives. We will not ignore these barriers. We will help to break them down.

New ways of working

The common principles that guide how we will work differently to achieve our vision.

Mencap teams and colleagues will have the freedom to make decisions about how they do their best work, to deliver the best for people with a learning disability.

We all need to feel safe in the knowledge that we are working within the law, and in a way that keeps everybody safe and well.

The framework sets out the things we need to know and do to make sure this happens.



We want to make sure that everyone has the right tools, support and learning to feel confident in their roles and help them do their best work.

These are the fundamentals – the things we all need to grow and thrive.

How this could come to life for teams

Each team will have the opportunity to create a specific version of this that is most helpful for them. There will be an organisational approach, that sets out the frameworks and fundamentals that are for everyone and some that are specific to where and how you work as a team.

As part of the organisational framework

Framework

Hmm, I need to ensure fair and open recruitment, I'll check the policy on this.
Oh, this role needs a DBS check because of the nature of the work.
Ok, I need to use blind recruitment to support our EDI agenda too – that's good!

Fundamentals

Ok, I've agreed to lead on the recruitment for the team this quarter so it's my responsibility to get the ad live and sort out the recruitment panel – I've been trained for that!
Aha, I have to use ePlay because that links to our HR system – makes sense, I have used it before but I will have a quick look at the guide on it.

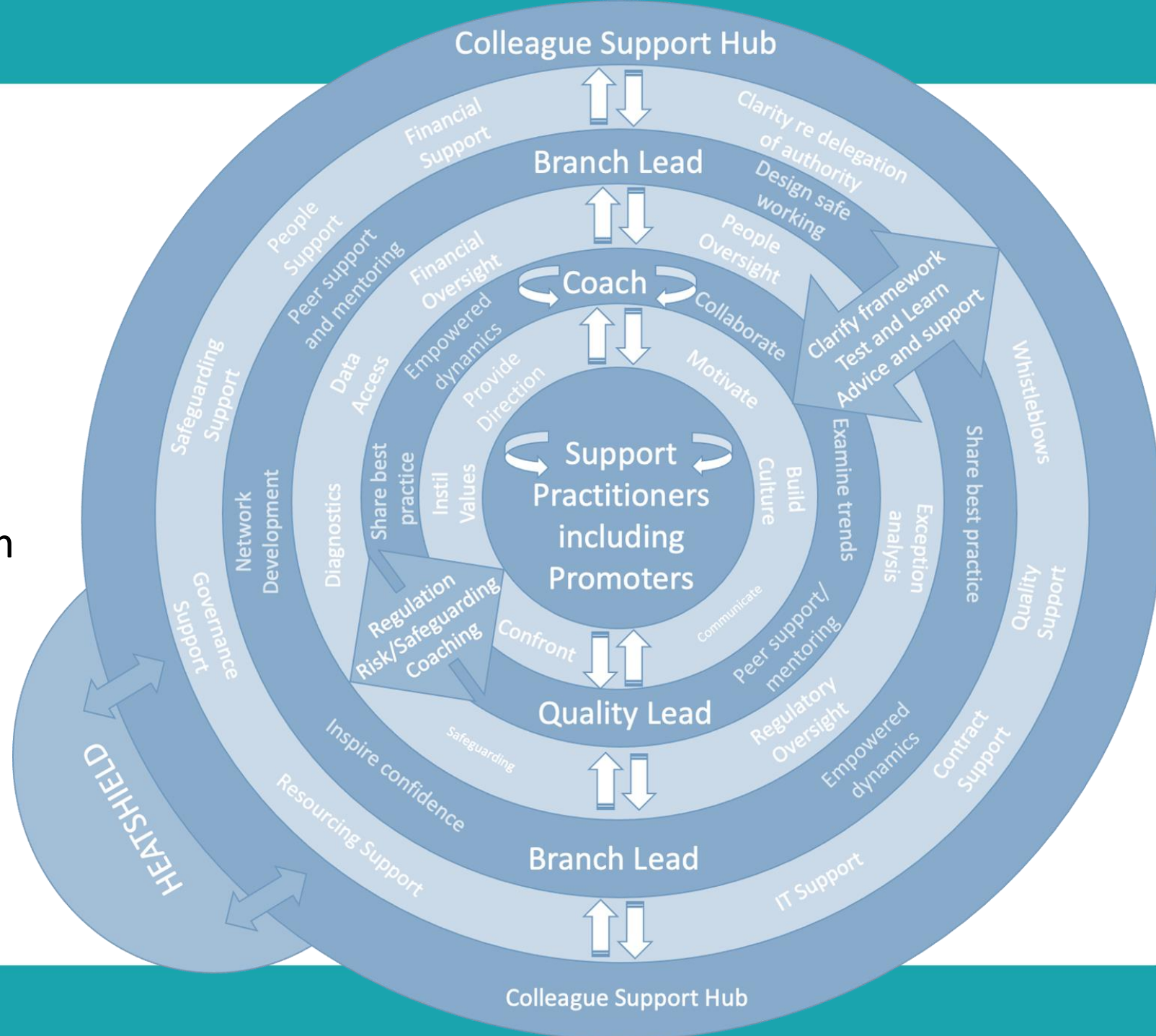
Freedom

I see we've got some local agreements for ads set up – that's helpful, but I think I want to adapt those.
I want to take a more creative approach to this one as that suits our team better, I'd like the applicants to make a video on why they are suited to the role.



A New Dynamic

(Moving away from layers of management)



LOCAL DELIVERY PILOTS – TEAM FREEDOM LEARNING PATHWAY



This nine week pathway will include a mix of facilitated sessions online or face to face and some self-directed learning using resources.
The information below will give you an idea of what to expect. More information and support will be given before each of the activities.





Technology

Our Big Plan

- **Better Faster Digital (BFD)**

- Commenced in July 2020, BFD required **thousands of devices** including Chromebooks, mobile phones and MiFis to be provided to services. We developed learning packages for the What Matters Most App and What Matters Most SharePoint. We identified over 400 digital champions who supported their colleagues with their BFD journey.

- **Aspire Dashboard**

- A set of **dashboards** providing all the **key performance information** used to monitor service activity. Dashboards are personalised for each role within personal support.
- It's a quick and easy **one-stop-shop** to view the metrics and key performance indicators, a **holistic view** of how services are meeting their performance indicators.

Questions

