

Radical Care Our 5 Year Strategy



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Vision and Mission

Our vision is to make a positive difference to the wellbeing and mental health of local people and to have a society that is compassionately supportive and respectful.

Our mission is to use our fierce compassion, diverse expertise and a person centred approach, to provide radically caring, impactful services that make a positive difference to the wellbeing and mental health of local people.



We Value...

Lived Experience

Your strengths and lived experience shape and impact our work to support and fight for better mental health.

Respect

We recognise intersectionality and value our differences – we strive for equity for all.

We are...

Compassionate

We are motivated by compassion and provide support without judgement to help you improve your resilience and self-care.

Community Focused

Our community is at the heart of everything we do – we listen and respond with supportive expertise.

4 Strategy Pillars

Radical Care Model and Resources (internal and external)

Radical Care is an approach for improving wellbeing by supporting people to strengthen our inner capacities for awareness, caring and self-compassion. 'Radical' refers to our human 'birthright', to exist as we are, with all aspects of our intersectional identities. Our Radical Care Model and resources should address and support wellbeing, training, diversity and development of staff and volunteers and consider how lived experience shapes and impacts our work. Our model should support partnerships and external ways of working and help partners adopt radical care approaches, to support our vision of MiS as a centre of excellence for radical care.

Story of Us

MiS has a 50 year legacy of successes, pioneering projects, impact, leadership and learning which makes us experts in our field. We will craft 'The Story of Us' and use this to communicate our mission and purpose internally, help create a sense of identity throughout our organisations and celebrate the work we do. The Story of Us will become a communications resource we can use externally to campaign, communicate our successes, highlight and share our expertise and raise awareness of our work.

Micro Mission Achievement approach

We know that success and change are built incrementally and want to adopt a solution focused way of working with our clients, across our organisation. Micro Mission achievement means identifying a specific small achievable challenge that a client faces (a mission), and pooling resources and capacity with the aim of solving/achieving this mission with the client, within a set timeframe. We need to develop a process for identifying missions, a rolling timeframe and a process for capturing the impact of mission achievement (potentially connected to supervision or team review processes and client feedback). Added benefits include building staff morale, maintaining focus on clients progress, incrementally creating an evidence base of positive change, providing positive communications content and helping share our work internally and externally.

Lived experience shaping the work we do

We are committed to achieving equal opportunities in employment and the service we provide, and welcome people with lived experience of mental health issues to join our teams and board. This strategic pillar stretches this commitment from welcoming, to proactively seeking lived experience, knowledge insight and skills in people and inviting this diversity into our management and governance structures. We will need to ensure our processes and levels of support are appropriate and may need to adapt some of our structures to align with this strategic pillar. We will benefit from a wealth of strength and insight and hope the work we do, shaped by lived experience, will support nuances and hidden mental health and wellbeing needs

Measures of Success

Radical Care - Internal

- Staff insight survey data and feedback
- Number of staff and Volunteer Radical Care Plans co-created

Radical Care - External

- Feedback from partners, funders, clients on Radical Care approach
- Number of partners using MiS Radical Care resources

Story of Us

- Range of case studies, testimonials, feedback and reports sharing work we do, history, purpose and what we care about
- Number of media stories published

Micro Mission Achievement

- Quality of Micro Mission Achievement approach- client/staff/partner feedback
- Number of micro missions achieved
- Feedback from clients/case studies

Lived Experience shaping the work we do

- Case studies co-written with people who identify as having 'lived experience' and are involved with shaping the work of MiS
- Number of people who identify as having 'lived experience' working within MiS governance structures



Partnerships to cultivate

Strategy Pillars



Independent wellbeing provider to support staff wellbeing

Radical Care - Internal

Lived Experience shaping the work we do



Partnerships that represent diverse faiths, cultures and demographics

Sharing Story of Us

Micro Mission Achievement



Partnerships to support systemic advocacy and social policy influencing work

Radical Care - External

Lived Experience shaping the work we do



Partnership with National Mind around big campaigns to support our local work

Micro Mission Achievement



Statutory Partnerships - police, schools to promote our offer

Radical Care - External

Micro Mission Achievement



Media relationships, local, national, social

Sharing Story of Us

Sharing Micro Mission Achievement

Strategy Pillars

Resources needed



Policies and Procedures

- Whistleblowing Policy
- Christmas time off policy/procedure
- Pay review process
- Staff safety (access to building) review



Tools and Assets

- Updated Organigram, role and project descriptions
- Testimonials/ resources representative of all parts of the organisation on the website



Training and Support

- Dedicated learning and reflection time
- Safeguarding training across workforce
- Resources provided by National Mind campaigns
- National Policy training



Annual Priorities

Year 1-2

Focus: Internal Radical Care

- Establish collaborative working groups to support strategic goals and objectives
- Create 'Story of Us', launch/share for 50 years of Mind in Salford
- Develop 'Model of Radical Care' prototype and test model internally, developing resources and success indicators and improving staff and volunteer experience and support
- Build lived experience into governance structures (board, management) and develop processes for 'Lived experience shaping the work we do'
- Build on the Culture Guide to ensure it reflects what's most important to MiS
- Identify strategic partnerships to influence local priorities and funding flows

Year 2-3

Focus: External Impact

- Develop 'Micro Mission Achievement' approach and impact measurement process
- Continue to build lived experience into governance structures (board, management) and develop processes for 'Lived experience shaping the work we do'
- Develop strategic partnerships to influence local resourcing/funding
- Develop and utilise Model of Radical Care impact data/story to identify focus areas for local influencing work

Year 3-4

Focus: Evidence Base

- Build and share evidence base for 'Radical Care' and 'Micro Mission Achievement' approaches
- Develop Model of Radical Care and apply to/share with partners
- Start identifying the potential of Radical Care model to establish additional flexible funding streams. eg training other organisations in this approach
- Maintain lived experience in governance structures (board, management) and share impact of diversity in governance
- Maintain strategic partnerships, influence and contribute to local resourcing/funding/decision making structures

Year 4-5

Focus: Celebrate and Review

- Celebrate learning and impact of 'Radical Care', 'Micro Mission Achievement' and 'Lived experience shaping the work we do' approaches
- Using developed evidence base, local and internal insight and external context identify emerging mental health and wellbeing need and assess how well current work meets needs (beginning of next 5 year strategic development)
- Review strategic partnerships arrangements, opportunities to formalise partnerships and involvement with decision making structures locally

Internal Culture Principles

We recognise that a compassionate culture will support internal wellbeing and development and the successful delivery of this strategy. We commit to supporting the development of this culture, by adopting the following principles and ways of working.

We will build on this culture guide to ensure it reflects what's most important to Mind in Salford , and agree how we can meaningfully bring these principles to life.

We cultivate compassion

We value kindness and speak to each other in supportive ways. We recognise our humanity and take accountability for our mistakes. We encourage, support and seek to understand diverse perspectives.

We listen deeply

We create time to listen carefully and with attention. We listen to each other, our clients and partners with compassion and without judgement. When actions are taken, we take time to ensure everyone involved understands and has been heard.

We are honest

We share our emotions with honesty and treat others experiences and feelings with care. We are transparent and truthful in our interactions and encourage an 'open door' to raise issues or concerns or share feedback.

We respect each other

We value and respect the work, experience and personal qualities that we all bring to work. Our language is non judgemental and we seek to understand issues before we attempt to resolve them. We recognise and value our diversity and differences, and encourage multiple perspectives, when making decisions. We seek to cocreate and cooperate, participating in and contributing to work across teams.

We build trust

We encourage open, clear communication and interactions within our work. We honour work and time commitments and encourage personal accountability. We value and communicate our personal and organisational boundaries and maintain trusting relationships within management structures. We share information appropriately and are considerate of sensitive information.



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