

Mapping a Minimum Process WORKSHOP GUIDELINES

A cross- sectoral group of people from a range of organisations developed the minimum process we've set out here. It is intended as a resource for people looking to streamline their approach to Option 2. If Option 2 looks substantially different in your area; or you are setting out to develop a new process or make changes it is useful to map your process locally. These workshop guidelines set out how to do this.

When should I map a minimum process?

- Where there is frustration with the process or with specific steps in the process.
- Where you find that your practice is 'serving' the system (instead of the other way round.)
- If you think your paperwork has got out of control!
- If you're duplicating work (especially the completion of forms and paperwork.)
- If you are trying to 'graft on' Option 2 to your existing processes.

Who should be round the table?

At a minimum, you must invite people from each of the 'functions' in the process (finance, commissioning, procurement, supported people, social work, and provider.) If supported people don't want to attend, you can ask a representative to take on that role in the discussion. Ideally invite two people from each function to get a wider sense of views.

You can facilitate this yourself ([see this guide for facilitation tips](#)) or you can get in an external facilitator. Remember if you're facilitating your job is to keep the discussion focussed, ask good questions and point things out about the mapping- it's not about sharing your own ideas of the process.

Materials

- Lots of flipchart (or brown paper)
- Masking tape or white tac
- Pens
- 5 colours of post- it notes (one each for finance, commissioning & procurement, supported people, social work and provider)
- Red stickers
- Tea, coffee, water and snacks.
- A room with enough space to move around in.

How much time does it take?

- 2x3hour sessions (or 1x 6 hour session)
- 2x ½ day sessions (writing up and making follow- up changes)

Before the workshop

1. Book a suitable venue, organise catering and materials.
2. Get in touch with all the workshop participants explaining the purpose of the session(s) and what is expected of attendees.
3. Get pre- workshop agreement if you need someone to represent the support person in the process. Explain that their role will be to 'walk through' the process at the beginning and the end of the workshop as if they were accessing Option 2.

On the day

Setup

1. Set up the wall you will be mapping the minimum process on. Put the function titles down the left hand side of the paper (you will be mapping across from left to right)
2. Set the chairs in a semicircle around the paper.

Once people have arrived

3. Introduce the workshop and purpose (the 'when' section sets out common reasons why people map processes.)
4. Set up a [group agreement](#) (how people will work together)
5. Do a [short icebreaker or simply get people to introduce themselves](#) to the group and tell them why they are interested in improving Option 2 practice.

Introducing the activity

1. Explain the function titles on the LH side of the paper and that you will be mapping, as a group from left to right.
2. Invite the supported person/representative to talk about their expectations of the Option 2 process- capture these on a flipchart.
3. Give each function a different colour of post-it note. Ask them to write down all the tasks **they** have to do to make Option 2 happen.
4. Once complete invite the group to set out their journey's horizontally across the flipchart.
5. Step back and invite the group to make observations on the journeys they see.
6. Break for a coffee
7. Reconvene around the group and invite them to organise the journeys vertically. If they struggle to do this you can facilitate it more directly by starting with the supported person and asking for each step 'what needs to happen in finance/commissioning/procurement/social work' for this to work?
8. Step back and invite the group to make observations.
9. Give everyone three red stickers and ask them to stick them where there is a point in the process where it fails, gets stuck, duplicates or there is pressure or delay.
10. Ask people to talk through their 'pressure points'. Note their responses on a flipchart.

Action planning

11. Splitting into smaller groups, invite participants to identify practical solutions to the failure points and write these on a flipchart.
12. Review these in the full group (Who will lead? When will they do it? How will they be accountable?)
13. Close and thanks.

Write up

14. Write up the map (either use SmartArt in Word or Visio- a useful piece of mapping software.) and circulate to the group inviting amendments or observations.
15. Write up the action plan and arrange a progress meeting to check up on actions (2-3 months later.)



About P&P

P&P is a policy and practice change programme for providers looking to make Self-directed Support a reality. P&P is open to not-for-profit (third sector) providers and statutory partners.

More about P&P <http://www.ccpscotland.org/pp>

Legal

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