**Mr Mark Methven**

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Change & Transformation | Consulting & Management | Behaviour & Culture Change | Facilitation & Coaching

**Profile**

Experienced in designing and delivering transformation, co-designing whole system change and providing strategic direction across the public sector and charities. Creating sustainable change; improving services, enabling greater financial control, empowering leaders and maximising organisational impact and outcomes for people. A strong background of working with local and central government, health & social care and not-for-profit organisations.

Driven by making a radical and lasting difference to people’s lives through connecting ideas, people and resources to challenge the status quo and stimulate real social innovation.

A proven record in making change happen, with successful people management, programme management, continuous improvement, strategic commissioning, service innovation and design and a strong aptitude for budget and financial management.

**Key Skills**

**Programme & Project Management**

* Methodologies: MSP, AgilePM, Prince2 and APMP
* Developing PMO and Delivery Unit functions

**Change, Transformation & Re-design**

* Transformation Programme design & delivery
* Applied Behavioural Science (i.e. MINDSPACE), Behaviour Change & Culture Change
* Major restructure programmes, Target Operating Model design & implementation
* End-to-end Business Transformation
* Technological & digital transformation - Strategic (i.e. Channel Shift or Digital by Default) and service related (i.e. Telecare or Technology-Enabled Care (TEC))
* Design Thinking, Visual Thinking & Agile PM methodologies
* Continuous Improvement & Business Process Re-engineering (Lean Six-Sigma)
* Workshop Facilitation and engagement
* Stakeholder Management

**Commissioning & Commercial**

* Strategic Commissioning & Market Shaping
* Alternative Delivery Models, Social Finance, Social Enterprise Start-up and Org Gov
* Fundraising Strategy & Bid Proposals

**Management & Leadership**

* Management of Multi-Disciplinary and multi-agency teams - circa 40 Staff & Volunteers
* Executive & Performance Coaching (Primary Cert. in Performance Coaching - BPS)
* Designed & delivered management & leadership development programmes
* Workforce Development, including Recruitment & Retention
* Management & coaching through change (LPoC - CIH)

**Analysis, Insight & Other Areas of Expertise**

* Financial Modelling & Analysis, Budget & Financial Management
* Strategic Development & Planning
* Strengths Based Practice & Approaches - design, implement, embed and scale
* Demand Management, early intervention & prevention and creating new models of integrated ‘whole-pathway’ approaches
* Health Integration and development (inc STP, BCF and iBCF)
* Service Development - Adult Social Care, SEND, Youth Homelessness, Youth & Community, Crime & Safety

**Professional Training & Qualifications**

* Primary Cert. in Performance Coaching (The British Psychological Society & The Centre for Coaching)
* MSP - Managing Successful Programmes (Association for Project Management Group International)
* AgilePM® Project Management (Association for Project Management Group International)
* Prince2 Project Management (Association for Project Management)
* APMP (IPMA Level D Certification) in Project Management (Association for Project Management)
* Housing Management & Leadership - Leading Places of Change (Chartered Institute of Housing)
* Restorative Practices - Facilitator (International Institute for Restorative Practices)
* Train the Trainers (Paradigm)

**Professional Memberships**

Association for Project Management (APM) | Chartered Institute of Housing (CIH)

**Employment History**

**Sabbatical - learning, study and exploration** Asia (9 months) 2018-2019

- see Sabbatical section below

**Senior Consultant** iMPOWER Consulting Ltd 2015-2018

Delivering sustainable change and transformation across the public sector. Using a range of unique approaches including behavioural economics and demand management to provide clients with the skills, techniques and mindset they need to solve complex problems.

Culture & Behaviour Change - Multiple Local Authorities (County, Borough & Unitary)

* Supported the design, implementation and embedding of new operating models to achieve multi-year savings targets (example - £30m potential savings opportunities)
* Applying behaviour change techniques e.g. MINDSPACE to affect targeted behaviour change
* Training and coaching senior managers to affect change across the organisation

Strength Based Approaches - Multiple Local Authorities (Borough & Unitary)

* Introduced & embedded Strengths Based Practice, leading the design, development and delivery of approaches. Using design thinking and Agile rollout methodologies.
* Extensive experience of models, including; Three Conversations Model, Asset Based Community Development (ABCD), Motivational Interviewing, Restorative Practice and others
* Introduced and coached staff in applying behavioural science tools and techniques to support an asset / strengths based dialogue with citizens. I.e. the use of priming, framing and anchoring

Corporate & Financial Assessment, Programme Development & Executive Coaching - Multiple Local Authorities (Borough & Unitary)

* Provided guidance, challenge, advice and quality assurance to council leadership and staff in developing their transformation programmes. Identified strategic opportunities for improvement and financial savings
* Corporate leadership and culture - assessments of effectiveness
* Introduced new PMO and ‘Delivery Unit’ practices

Demand Management & Target Demand Systems - Multiple Local Authorities (County, Borough & Unitary)

* Analysed and identify avoidable demand and the opportunities to influence this, created target demand scenarios and developed implementation plans
* Introduced models of early intervention and prevention, including the use of technology and digital solutions and developed an adjusted Resource Allocation Systems (RAS)
* Produced benefit realisation frameworks and approaches that enabled the effective monitoring and control of financial performance and outcomes

Service Redesign - Mayor’s Office for Policing & Crime (London)

* Mapped and analysed the ‘victim journey’ across the London Criminal Justice System agencies and statutory local services
* Co-designed an ambitious end to end ‘whole system’ approach to improving the victim experience and services to victims of crime in London

Alternative Delivery Models (ADMs) - London Borough Council

* Cost benefit analysis and options appraisal, assessment of capability and capacity for change and design of high-level implementation plans for a new model

Health & Social Care Interface - Multiple Local Authorities (County, Borough & Unitary)

* Provided strategic support with the development and submission of the Sustainability & Transformation Plan (STP), Better Care Fund (BCF) & Improved Better Care Fund (iBCF)
* Developed strategic partner relationships and system leadership across the health/care system

Children’s Services Workforce Development - London Borough Council

* Supported the production of the Workforce Strategy, including recruitment and retention

**Transformation Manager** Royal Borough of Windsor & 2013-2015

**(Strategic Commissioner)** Maidenhead

Transforming the way that Social Care delivers high quality, efficient and value for money services. Developing new models of care within Learning Disabilities that will meet the needs of residents set against significant demographic growth pressures and reduced budgets.

Transformation Efficiency Programme

* Secured efficiencies savings across the Transformation Programmes (circa £3m)
* Introduced innovative models of care, including Shared-Lives and Home-Share
* Strategic analysis and planning for the Transition of young people
* from Children’s Services into Adult’s Social Care. Led a pathway review and revision of protocol
* Managed a programme of ‘High Cost’ Learning Disabilities placement review and commercial negotiations and introduced the use of a fairer pricing tool for open book accounting between the council and providers
* Launched an e-marketplace and other new social digital technologies, meaning people could directly purchase social care services
* Supported the implementation of ‘Outcome-based’ commissioning approaches

Social Enterprise

* Spun-out the Council’s in-house Supported Employment Service for people with Learning Disabilities as an independent Social Enterprise

Strategic Commissioner

* Commissioned Social Care specific services / provision - Learning Disabilities
* Re-commissioned services to gain efficiencies (£2.6m contract value)
* Market shaping

Care Act 2014

* Work-stream lead for implementation of the Care & Support Act 2014

**Trustee** Karuna Action2010-2016

Guiding and supporting Karuna Action, a charity that is passionate about reducing worldwide poverty through meeting practical needs in developing countries. Ensuring that it functions as a forward looking, resilient and responsive organisation.

* Providing strategic direction and oversight
* Encouraging new relationships and fostering creative partnerships in UK & abroad
* Developing funding and income streams

**Strategy & Policy Projects Manager** Surrey County Council 2011-2013

Leading the end-to-end business transformation process of scoping business need through to co-designing and implementation. Managing strategic policy, project and service developments against key organisational and financial targets; predominantly across Adult Social Care and Children’s Services directorates.

Out of Area Review Programme

* Public Value Review - Project Manager for Out-of-County reviews programme (£2m savings)

Transition Strategy

* Developed a multi-agency Transition Protocol for how young people age 14-25 receive support from Adult & Children’s Services and other statutory services.
* Supported the implementation of the Government’s SEND Green Paper as a Pathfinder Local Authority ‘testing’ the new legislation - that became the Children’s & Families Act 2014

Aged Debt Review (as part of customer journey redesign)

* Project Lead for Social Care Debt change programme (£3m reduction in ‘aged’ debt)
* Facilitated a Rapid Improvement Event (RIE) using LEAN methodology focused on building understanding of current performance through data analysis and customer insights before rapid co-designing and re-engineering to streamline and increase effectiveness

Establishment Control - redesign

* Re-designed/engineered ‘Establishment Control Process’, significantly increasing efficiency, accuracy and cost savings across organisation staff management

**Strategy & Policy Projects Manager *…continued***

Social finance and Commissioning

* Scoped the introduction of new innovative commissioning mechanisms, such as Social Impact Bonds

**Foyer Manager** **(Accommodation, Learning** Step By Step 2010-2011

**& Development, and Specialist Services)**

Leading and managing the integrated Foyer homelessness accommodation; support, training and specialist PCT counselling services, staff team of circa 40 staff and volunteers.

Operational Management

* Led on key fundraising revenue streams, including major contracts (£2.5m p/a)
* Established charity as a Centre for Accreditation (AQA), meaning more clients could get valued recognition for their learning
* Introduced ‘Restorative Justice’ practices throughout the organisation to ensure that the root causes of challenging situations could be addressed and the harm caused by people’s behaviour and actions remedied

Major Restructure

* Implemented a major new service model & staffing restructure
* New building project management (£5.5m project)

**Youth Development Services Manager** Step By Step 2009-2010

Service turn-around

* Managing a crucial aspect of homelessness support for young people, the role was to design a service that was fit for the future that aligned to the new ‘Foyer’ model.
* Rapid turn-around and service redesign
* Delivered a staffing restructure
* Contract audit & set-up of reporting regimes

**Non-Executive Company Director** Green Machine (enterprise) CIC 2008-2009

Business Start-up (Social Enterprise)

* Using a start-up budget of £80k from the Local Authority, this new social enterprise was launched to support Adults with Learning Disabilities to gain real employment and work placed training.
* Awarded ‘highly commended’ by Social Enterprise Berkshire as ‘Enterprise in Formation 2008’
* Business start-up and governance
* Contract negotiations and growth of business opportunities
* Cash flow forecasting and modelling for the new enterprise

**Development Officer** Bracknell Forest Council2006-2009

Building Community Capacity

* In-Control pilot site for Personalisation Agenda supported the modernisation of in-house service including workforce restructure and capacity building projects
* National finalist in the Health and Social Care Awards
* Managing multi-disciplinary teams such as Integrated Community Leisure teams for people with Learning Disabilities
* Piloting new technologies with clients to create innovative care solutions using electronic pre-loaded cards to access day opportunities
* Led brokering the agreements across multi-agencies for integrated service delivery, producing the Service Level Agreements (SLA’s) and contracts for arrangements

**Youth Worker (Part-Time)** Hampshire County Council2004-2007

**Community Warden** Wokingham Borough Council2004-2006

**Duty Manager & Ski/Snowboard Instructor** Alpine Snowsports, Aldershot 2002-2004

**Sabbatical - learning, study and exploration**

Experiencing first-hand how different countries and cultures are approaching complex social and environmental issues. Coinciding with our 10-year wedding anniversary my wife, a civil servant, and I journeyed across 14 Asian destinations on a 9-month sabbatical. I was privileged to experience some of our planets most diverse natural wonders, explore different cultures and take time to study and learn, including successfully completing The British Psychological Society Primary Cert in Performance Coaching.

**Sabbatical - learning, study and exploration *…continued***

Gaining new insights, perspectives and inspiration in the pursuit of deepening an understanding of social change and impactful ways of meeting needs of individuals and communities.

**Education**

NVQ Level 3 - Youth Work.

5 x GCSE’s Grade A-C - Maths, English, Science(s), Resistant Materials.

**Interests**

Practicing and advocating for ethical consumption; reducing our impact on people and the planet. Discovering great design, from architecture to handmade furniture or jewellery.

Volunteering locally in Clapham, London, supporting street homelessness and working at the Hub, which provides a safe haven for vulnerable people and those with minor injuries on a Friday and Saturday night. Keeping fit through various sports.

**Security Vetting**

Counter-Terrorist Check (CTC) - expires 21/06/2025

**References**

Available on request.