

**Charity**  
Mencap

empowering,  
including  
and respecting  
all people



## Enhancing the quality of care



**Company Name**  
Mencap

**Industry**  
Charity

**Founded**  
1946

**Location**  
Peterborough

**Services**  
Healthcare

**Relationship with Canon**  
Nine years

### Objective

To deliver a modern, efficient, secure and user-friendly DMS for Mencap's shared service centre in Peterborough

### Challenges

- Extensive paper records
- Complicated and confusing workflows
- Lack of management visibility around processes
- Compliance problems
- Large amount of manual admin work
- Expensive legacy solution

### Approach

The installation of a new DMS to boost productivity, secure document storage and provide process visibility for senior executives

### Results

-  Single repository for paper and e-documents
-  Efficient digital-centric, semi-automated, workflows
-  Complete process visibility for management
-  Improved compliance to UK charity regulations
-  Reduction in manual administrative tasks
-  Noticeable cost savings

 **8000**  
members of staff



## Moving towards the future

For quite some time Mencap had been challenged by the document workflow in its HR department. The paper-based system was unstructured and therefore causing headaches in compliance with regulations, as well as obscuring management's visibility of the process.

After a detailed consultation, Canon installed an innovative document management system

(DMS) which provided a single repository for all Mencap's paper and electronic documents. To ensure that the solution was up and running and ready to use right away, Canon provided all the necessary training for the HR team in an open day for Mencap staff. The new solution was built and implemented in just three weeks and went live when the team moved into the new facility in Peterborough.

### Enhancing the quality of care

Judy Fryd was the mother of a child with a learning disability who founded the UK charity Mencap in 1946, to help people with learning disabilities live a rich and fulfilling life. Over the past 70 years, Mencap has grown to become one of the country's most valued not-for-profit organisations. It employs 8,000 members of staff and is supported by a network of over 450 local affiliated groups.

However, as Mencap's nationwide reach has grown, it has been a challenge to adapt its administrative workflows and processes to keep pace. Becoming one of the UK's biggest individual membership charities created a highly unique set of business challenges for Mencap - which came to the fore when it relocated to a new shared services centre in Peterborough.

Mencap engaged with Canon in 2007 for support in moving its back office systems from its old office in London. The charity saw the challenging move as central to it becoming more cost efficient, organised and productive - allowing it to preserve time and resources to better help people.

The charity embraced this relocation as an opportunity to start afresh and remedy these long-running business challenges. Mencap initially set out to optimise its accounts payable, so staff could focus on core work, not invoicing issues. Following the successful migration of this department, the organisation sought out to achieve similar benefits and efficiencies for the human resources (HR) department.

### Building a digital-first HR system

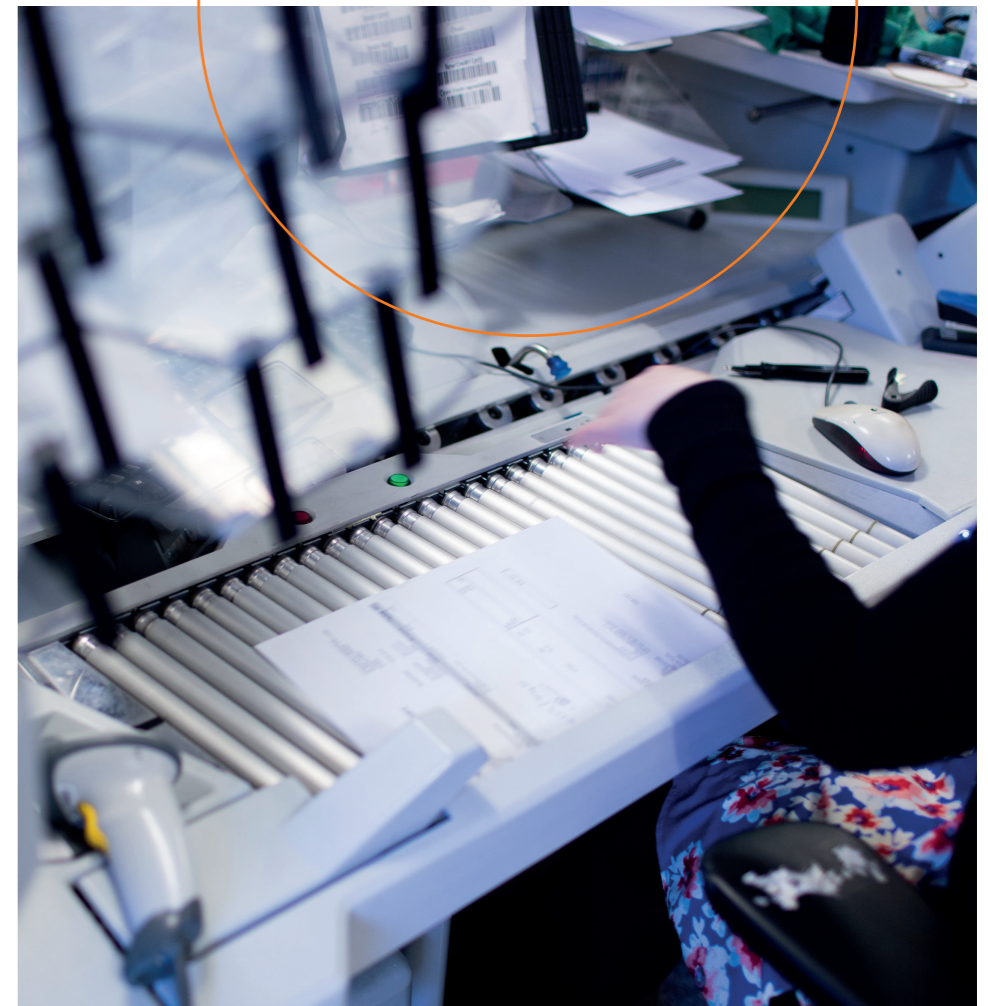
The new solution has given Mencap's HR Administration Management team complete visibility of the flow of documents in the department. For example, HR managers are now able to establish how many people are going through its employee change process instantly to gain a snapshot of activity across the charity. Mencap's employee change process comprises changes to contractual terms and conditions as a result of changing role, promotion or maternity leave, etc.

This added visibility has also helped the HR team to improve compliance to UK charity regulations. For example, when auditors from the Care Quality Commission (CQC) are at Mencap, HR Service Managers are able to quickly pinpoint the files that they need to show the CQC rapidly - saving both time and effort for all concerned.

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As a manager, the visibility of HR data was one of the most important aspects of the overall project. For example, I'm now able to use the new system to gain a top-line overview of the number of employee change forms open, pulling reports on various activities across the organisation.

Dominic Picillo,  
Head of Mencap, Business Support



Alongside the many benefits of increased visibility across the department, Mencap has also embraced its digital-centric workflows, using a far lower amount of paper and consumables for its extensive HR work.

Prior to the technology's installation, Mencap had around 20,000 paper-based internal HR files for its staff. The filing cabinets containing the HR files took up a huge amount of space and it was very confusing to locate certain employee files. Moreover, certain pieces of HR paperwork had the potential to go missing and it was extremely challenging to track them. With the new semi-automated process, documents can be scanned into the solution, which forwards them to the relevant departmental workflow for processing.

Following a year-long project to fully transfer all of Mencap's back-dated files to its new DMS, Mencap has abandoned its reliance on paper-files and opted for a more streamlined approach.

As a result, the charity has become far more cost efficient reporting a saving in its office's expenses. "A big focus for us was to become a paperless environment" adds Dominic. "This aim was very much focused on changing how our systems were operating, now they've been relocated to a central location and exploring how we can minimise our paper usage."

The implementation of this digital transformation has also seen productivity soar across the organisation. The ability to quickly access files from the entire breadth of the department, together with the DMS' in-built automation has eliminated the need for continuous manual chasing emails to different carers and department leads.

“”

Our regional HR teams are now able to instantly access HR employee change files, without the need for photocopying or posting documents. Previously, this used a lot of time and expenditure. The automated workflow also removed the need to send out HR e-mails manually or taking time out to make follow up phone calls.

Dominic Picillo



Certainly, Mencap's processes have greatly accelerated due to a result of its tech, as the digital workflow enables teams to be efficient and fast-moving. The stress of lost paperwork has gone and been replaced by automated workflows which Mencap create themselves and tweak and optimise as necessary. The organisation's new workflows are tailored to the HR team's needs creating a wholly self-sufficient solution. This autonomy has seen Mencap increase its workflows from an initial eleven to over one hundred.

### Transformation diversification

The positive impact of Mencap's digital transformation project has been felt across the charity. As one department experienced the benefits of using the DMS, it was applied to another. Indeed, the charity now processes gift aid forms and bank statements using the technology – supporting more cost effective and efficient fundraising.

“Beyond our support functions, Canon has helped us to greatly improve our fundraising efforts and cut down on administrative work, particularly where Gift Aid is concerned.”

The fruitful partnership is set to continue and Mencap are exploring using Canon technology to boost efficiency in other areas of the charity.

“We would 100 per cent collaborate with Canon again and we have thoroughly enjoyed the process of working with them from start to finish,” he says. “Moving forward, we want to focus on ensuring that we make the most of the technology we are using and improve our efficiencies,” says Dominic Picillo. “We are also interested in looking at Optical Character Recognition scanning of documents to improve process and accuracy and want to investigate the accounts payable module to help support efficiencies in our procurement to pay process. There is so much on the horizon”.



**Noticeable**  
cost savings

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