HOW WE WORK / 2026-27

The TMPM Manifesto

We start with people. We leave systems stronger.

Public services support people at important and difficult moments. These are the standards we hold ourselves to.

Humanity first

Design around real lives. Listen to residents, families, frontline teams and leaders. Public services must feel human.

Honesty builds trust

Tell the truth early, clearly and respectfully. Be open about limits and trade-offs.

Care, as well as change

Protect dignity, reduce trauma and support independence. Value continuity, kindness and outcomes that matter.

Go the extra mile

Step in early when delivery wobbles. Stay engaged until leaders are confident. Be accountable for what changes.

Integrity and courage

Challenge respectfully. Do not collude with dysfunction, short-term fixes or activity without progress.

Design for the long term

Reduce demand through prevention, early intervention and whole-system redesign. Make sustainability a design choice.

Leave systems stronger

Transfer skills, tools and leadership confidence so systems own their future. Judge success by what endures.

Work alongside people

Bring straight talking, deep listening, respect, practical rigour and compassionate partnership.

Talk to TMPM

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