

PROGRAMME & PROJECT MANAGEMENT SERVICE DEFINITION

1. Introduction

- Shaw Consulting supports **Housing, Care, Local Government, and NHS organisations** in delivering complex digital and business-change initiatives.
- Our programme and project management approach aligns with the **UK Government Project Delivery Framework, Technology Code of Practice, Cloud First policy**, and recognised delivery standards such as **PRINCE2, MSP, and Agile Delivery**.
- We bring extensive experience leading major transformation programmes across **social housing, care management, corporate services, and NHS digital modernisation**.

2. Our Service

- **Scope:** End-to-end programme and project leadership covering initiation, planning, delivery, governance, risk management, and benefits realisation.
- **Applicability:** Suitable for digital transformation, service redesign, procurement-driven changes, technology modernisation, and regulatory compliance programmes.
- **Coverage:** Business change, digital delivery, stakeholder management, governance, risk assurance, financial control, and vendor management.
- **Compliance:** Delivered in line with **NHS DSP Toolkit, GDPR, Housing Regulator requirements, and Local Authority governance and assurance frameworks**.

3. Key Features

- **Strategic Leadership:** Clear programme visioning, roadmap shaping, and alignment to organisational objectives.
- **Financial Governance:** Robust business case development and value-for-money assessment to ensure confident investment decisions.
- **Operational Excellence:** Business process re-engineering to modernise legacy workflows and streamline service delivery.
- **End-to-End Procurement Support:** Guidance and expert assurance across specification, evaluation, and solution selection.
- **Programme Delivery Leadership:** High-level planning, PMO management, co-ordination, RAID control, and independent reviews of third-party delivery.
- **Outcome-Focused Delivery:** Ensuring that initiatives achieve measurable improvements in operations, customer experience, and social value.

4. Benefits

- **Delivery of long-term ambitions** with programmes structured to achieve defined strategic and operational objectives.
- **Value for money and risk assurance** through strong governance, transparent reporting, and compliant procurement.
- **Improved operational efficiency**, reduced duplication, and measurable reduction in staff and service pressures.
- **Higher customer satisfaction** enabled by streamlined processes and selection of best-in-class solutions.
- **Demonstrated social value** that aligns digital and organisational transformation with public sector outcomes.

5. Requirements and Change Process

- Rapid mobilisation to minimise disruption to business-critical services.
- Flexible scope management to accommodate evolving organisational drivers and priorities.
- Change management integrated into delivery, ensuring stakeholder adoption and cultural alignment.
- Governance aligned with public-sector standards including steering groups, assurance gates, and structured reporting.

6. Deliverables Tracking

- Transparent milestone tracking and structured reporting suitable for **audit, regulatory, and board-level** assurance.
- Clear accountability and evidence-based decision-making supported by PMO documentation standards.
- Supports **NHS, Housing Regulator**, and **Local Government** scrutiny requirements.

7. Performance Management

- KPIs aligned to delivery outcomes, service improvements, user experience, and business case benefits.
- Routine reporting cycles to programme boards, executive teams, and external assurance bodies.
- Performance measured through benefits realisation, risk reduction, quality improvement, and delivery predictability.

8. Pricing

- Transparent pricing aligned to **SFIA rate structures**.
- Fixed-price modules available for business case development, project initiation, procurement support, and programme review.
- Scalable solutions tailored to organisations of different sizes and programme complexity.

9. Added Value

- Knowledge transfer to uplift internal project and programme delivery capability.
- Establishment or enhancement of PMO processes, governance structures, and reporting frameworks.
- Social value integration ensuring programmes support wider community and organisational missions.
- Best-practice templates, tools, and accelerators from Shaw Consulting's public-sector delivery experience.