



— G-Cloud 15

Exploration and alignment services

Torchbox service definition document



— Who we are



- **We have a track record of success working public sector organisations**, including central government, local authorities, arm's length bodies, health and education institutions in the UK and around the globe - [read about our work](#)
- **We bring a systemic, complexity-aware design approach** to public sector challenges because many problems are interconnected and require systems thinking, rather than isolated solutions. We're not afraid to ask questions and challenge conventional thinking - [read about our approach](#)
- **We have all the skills under one roof** - we go from big ideas to real, working digital services through a design-test-iterate approach to build solutions that can scale. Our in-house skills span strategy, product, innovation, research, design, SEO, analytics, digital marketing, development, hosting and ongoing support - [read about what we do](#)
- **We're [100% employee-owned](#) and a [B-Corporation](#)**, accountable and transparent in our commitment to quality, sustainability and social responsibility. Read our latest [Impact Report](#) and our [Digital Emissions Methodologies](#)

— Clients we've worked with



Department
for Culture
Media & Sport



Department
for Transport



Department
of Health &
Social Care



Financial
Reporting
Council



NHS
Guy's and St Thomas'
NHS Foundation Trust

NHS
Cambridge
University Hospitals
NHS Foundation Trust



Office for
National Statistics



**LONDON
MUSEUM**



THE NATIONAL ARCHIVES



Royal College of Art



National
Center for
Biotechnology
Information



National Institutes
of Health



Rialtas na hÉireann
Government of Ireland

Sláinte Leanaí Éireann



Children's Health Ireland

Exploration and alignment to deliver change

We support public sector organisations to explore complex problems, learn quickly through evidence, and move confidently into delivery. Our approach helps teams reduce risk, build shared understanding and make progress on the issues that matter most.

We work in focused, time-boxed phases that move from curiosity and exploration, through experimentation and learning, into confident execution and delivery.

Our exploration and alignment services

- 🔗 Possibility mapping workshop
- 🔗 Ecosystem mapping
- 🔗 Experiment loops
- 🔗 Learning labs

Service SLA

1

Onboarding

- We'll need access to relevant systems, documentation and stakeholders
- Kick-off session to confirm scope, objectives, approach, constraints and success criteria

2

Pricing and invoicing

- Time and materials, scoped per statement of work
- Day rates exclude VAT and are agreed at call-off
- Monthly invoicing in arrears
- Travel costs - we charge all travel time at cost unless otherwise agreed
- Costs for research participants and incentives are excluded

3

Contract terms

- No minimum contract length
- Termination with reasonable notice (typically 4 weeks depending on service type)



Please contact business@torchbox.com for more details on our services and pricing.