

Project Management service definition

Overview

Our Project Management and Governance service is tailored for local authorities in the public sector, establishing robust frameworks to oversee and deliver digital transformation initiatives, including cloud migrations, system implementations, and service optimisations. This service provides structured methodologies, tools, and governance models to ensure projects are delivered on time, within budget, and to required standards while managing risks and maintaining accountability. It aligns fully with UK government best practices, including PRINCE2 principles adapted for public sector use, the Government Digital Service (GDS) Service Manual, Technology Code of Practice, and relevant spending controls. By embedding clear oversight, reporting, and decision-making processes, we enable clients to achieve predictable outcomes, demonstrate value for money, and support high-quality public services in a compliant and transparent manner.

Service Scope and Approach

The service begins with a foundational scoping and assessment phase, collaborating with project sponsors, senior responsible owners (SROs), delivery teams, and governance bodies to understand programme objectives, constraints, and existing practices.

Key elements of our approach include:

- **Governance Structure Design:** Definition of roles, responsibilities, and forums (e.g., project boards, steering groups, working groups) with clear terms of reference, escalation paths, and alignment to local authority democratic processes.
- **Risk and Issue Management:** Implementation of proactive risk registers, issue logs, and mitigation strategies, incorporating quantitative and qualitative assessments tailored to public sector risks such as procurement delays or regulatory changes.
- **Planning and Control Processes:** Development of integrated plans covering milestones, dependencies, resource allocation, and change control, using hybrid methodologies that blend PRINCE2 stages with agile sprints for flexibility.
- **Reporting and Assurance:** Design of performance dashboards, highlight reports, and assurance gateways (e.g., aligned to GDS service assessments) to provide visibility and enable informed decision-making.

Our methodology is pragmatic and proportionate, drawing from PRINCE2, Managing Successful Programmes (MSP), and agile governance practices, customised to local authority contexts including portfolio management, shared services, and public accountability requirements.

Deliverables

Clients receive a comprehensive set of governance and management outputs, including:

- A detailed project management and governance framework document with role definitions, process flows, templates, and RACI matrices.
- Customised tools and artefacts such as risk registers, milestone plans, reporting dashboards, and change control logs.
- Assurance and gateway checklists aligned to government standards.
- Executive summaries and presentation materials for leadership and audit purposes.

All deliverables are provided in accessible digital formats compliant with WCAG standards and ready for immediate adoption or integration into existing portfolio tools.

Engagement Model

Engagements typically span 6-12 weeks, depending on programme complexity, number of initiatives, and maturity level, with delivery options of remote, on-site, or hybrid to accommodate team needs. We emphasise co-design workshops and knowledge transfer sessions to build internal capability and ensure sustainable frameworks. Pricing is fixed fee, scoped during initial discussions, with phased options to align with public sector financial planning.

Value Proposition

This service strengthens delivery confidence by providing clear structure and oversight, reducing the likelihood of overruns, scope creep, or failed initiatives while ensuring compliance and public accountability. Local authorities benefit from improved resource utilisation, earlier risk identification, and more successful outcomes—often achieving 20-35% better adherence to timelines and budgets. Our extensive public sector experience delivers governance that supports effective decision-making, stakeholder confidence, and the realisation of strategic benefits such as resilient digital services and cost efficiencies.

This service is advisory and framework-focused, providing design, templates, and establishment support without including day-to-day project management, execution, or ongoing operational governance, enabling seamless integration with other G-Cloud services or internal teams for complete programme delivery.