

Managing Austerity in Environmental Services

Measurement for large-scale Modernisation Programmes

- Diagnosing what change is required
- The role of research and benchmarking
- The case for change and reviewing success



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12th July 2017



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Measurement for large-scale Modernisation Programmes

- Diagnosing what change is required
 - Assessment of scale of change required – political, managerial, customers
 - “The money, the money, the money”
 - Existing analysis and health-checks captured
 - Conversations, intel-gathering – how do others see it?

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Modernisation Programmes

- The role of research and Benchmarking
 - Compare yourself!
 - Best practice is out there!
 - Who are the market leaders?
 - How far behind are we?
 - Have we stated our vision and purpose?
- Use the “Go-to” organisations for assistance



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Measurement for large-scale
Modernisation Programmes

- The case for change and reviewing success
 - Business Case
 - Design Principles of Service Delivery Model
 - Procurement approach
 - Programme and Project Management
 - Management of Change
 - Implementation
 - Critical Success Factors
 - Inter-dependencies
 - Gateway Reviews

