



# Delivering Policy Programmes

Transforming policy thinking into pragmatic detailed policies that work in the real world is challenging: we are experts in the delivery of complex policy programmes.

*Whether it is the delivery of an entirely new regulatory framework, the transformation of an existing framework or completing a major project like a price control, we are experienced in setting up, managing and running complex policy programme delivery functions for our clients.*

*We can design comprehensive governance processes including quality control, decision making structures, engagement programmes and audit trails, that assure clients that a programme will be delivered on time, to budget and to the highest quality standards.*

We can scope out the programme of work needed to deliver on a policy programme – be that an entirely new framework, a regular process like a price control or a transformation programme. We help our clients identify the processes, systems resources and budget needed to deliver their programme in the timescale they want to achieve.

Because we are experts in designing frameworks and developing policies, we can make sure that our clients have a programme delivery function that is appropriate for their specific policy programme – we do not bring a ‘one size fits all’ approach. We design, manage and run delivery programmes that are tailored to work for very different clients.

We are experienced in finding the right skills and mix of people to deliver complex programmes, including using our own team and network of associates, working closely with internal teams, and making efficient and targeted use of outsourcing where needed. Stakeholder engagement and communication programmes are integrated from day one, and delivery on time and to the highest quality standards is tightly managed to the end.

The delivery programmes we provide often include working closely with internal teams, advising Chief Executives and other senior decision makers, and presenting directly at Board or Council level. Our unique knowledge base and deep experience gives our clients confidence that their policy programmes are right for their business, will be influential with their stakeholders and will be delivered on time.

**Regina Finn** is an expert in how public and private sector organisations can transform their delivery record and in the design of the critical supporting governance and talent management structures. She has particular skills in driving legislative change when required both from within the public sector and as an influencer of the public sector.

**Heather Clayton** has a well deserved reputation as the person to call when major new complex policy programmes, or new regimes, need to be delivered on time. She also has unparalleled skills and experience in running casework and investigations – from single large litigious competition cases, to high volume consumer casework.

**Simon Less** has successfully delivered high profile, and often contentious, policies using the Lucerna methodology – including super complaints for Which?, the Payment Systems Regulator’s Day One Policy Statement, and Ofwat’s risk based review for PR14 as well as many other critical elements of the PR14 methodology.



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