

# House

Public Policy Design

## Getting your own house in order

Making sure the right programmes are being funded and delivered in the right way

Managing the development and growth in a strategically positioned east London borough is a complex business. Massive projected population change and the infrastructure challenges that presents, particularly around health and well being. The 2012 Olympics and ensuring the borough and its taxpayers make the most of this opportunity. The juxtaposition of massive financial institutions and some of the most deprived wards in the country.

The background to all of this is deficit reduction, and the subsequent cuts in the public sector. Our client has to work within these new parameters.

### Why the need for change?

Before it can do anything else, it needs to make sure 'its own house is in order'. This is a matter of looking at what is being done now, ensuring resources are focused on the right things, and then doing those things in the right way. Sounds obvious, but from our experience, too many organisations suffer from a lack of clarity on some of the basics.

House worked with our client to prioritise key delivery strategies and plans to support growth in the borough, and introduced a new, disciplined delivery approach that 'followed the money'. Key council services, private developers, external service providers, and the tax payer – all stakeholders who are involved in the process of developing spatial strategies to support growth in the borough.

**Working with House has been a really rewarding process for the Council. Their insight, expertise and depth of knowledge has been invaluable in helping us devise and set-up a new process for managing the delivery of our strategic programmes for the residents of Tower Hamlets**

**David Williams**

*Deputy Service Head Planning and Building Control  
London Borough of Tower Hamlets*



Delivering a process for the client that could manage these inputs while maintaining a clear focus of the deliverable - the borough wide spatial strategies - was the challenge.

**The benefits have included:**

- Introduction of a novel approach to project and programme delivery adapted from a software development methodology
- Clear and pared down governance structures
- Process-lite approach in favour of building delivery capability in the teams.

These have all been embedded within the client organisation, leaving them in the position to now begin the creative bit – *how to do things completely differently in response the exceptional circumstances we currently find ourselves in.*



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The next few years provide an opportunity to recast local public services.

If you would like to discuss the opportunities and challenges your organisation face, our directors would be happy to talk with you.

Please get in touch with **Dan Ebanks**.

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