

Transformation in the public sector

Speaker Name: Steph Illingworth

Project Director at Turner & Townsend



Who am I....



Steph Illingworth [FAPM](#) [ChPP](#) [FCASA](#) [MAcostE](#)

Project Director, Project Controls Professional & Coach



- Project Controls Professional
- Transformation Leader
- Specialising in Coaching, People Development and High Performing Teams
- Accredited Strengths Coach (Gallup) and Mentor

▶ Current role

- ▶ Programme Director - Turner and Townsend - Water, leadership for Women

▶ Previous roles

- ▶ Global Head of PMO - RRSMR - Nuclear
- ▶ Euston Station PMO Director - Rail
- ▶ National Highways - Transformation lead - Teams
- ▶ National Highways - Head of PMO - Roads
- ▶ United Utilities - Head of Project Controls - Water
- ▶ United Utilities - Project Controls Manager. - Water



A few questions.....



Turner & Townsend



Project Controls
EXPO
London, UK

Transformation in the public sector – National Highways. The problem statement....

£2.5b efficiency challenge for RP2

Consultancy efficiency road map – top down

5 workstreams, Project Performance Accelerator had 40% of the overall efficiencies

Prelims significantly higher than other sectors.

Significant delays in delivery.....

The solution.....

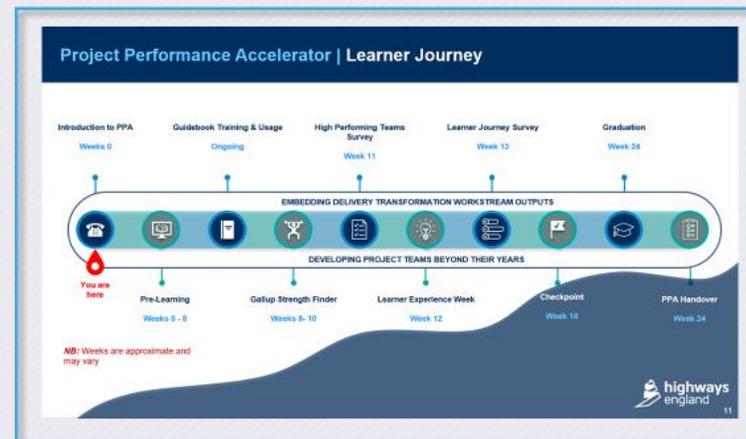


Project Performance Accelerator is delivering two outputs

The “Project Performance Accelerator” workstream’s objective is to contribute to **building strong** and **high-performing teams** to enable outstanding delivery. Project Performance Accelerator will provide teams with the tools and techniques they need to achieve professional growth.

1. Project Management Guidebook accessible through SharePoint

2. Deployment learning experience for all delivery teams and integrated functions



PPA Content Highlights

Core Topics



Stakeholder & Customer



Governance & Assurance

PCF, License to Operate and Stage Requirements



Project Controls

Baseline, Scope & Change | Cost | Risk | Planning & Scheduling | Quality



Commercial & Contract Capability



Setting Projects Up For Success



Design Management



Health, Safety & Wellbeing



Strengths & High Performing Teams

Ethnicity, Diversity & Inclusion



MPR's & Narrative Writing



Benefits & Value

Specialist Topics

MP Delivery
Transformation View

CPI/SPI/EVM

Traffic Management

Service Strikes

Quality management –
NCR's and managing
the supplier

Legacy & Handover

Dispute Defects

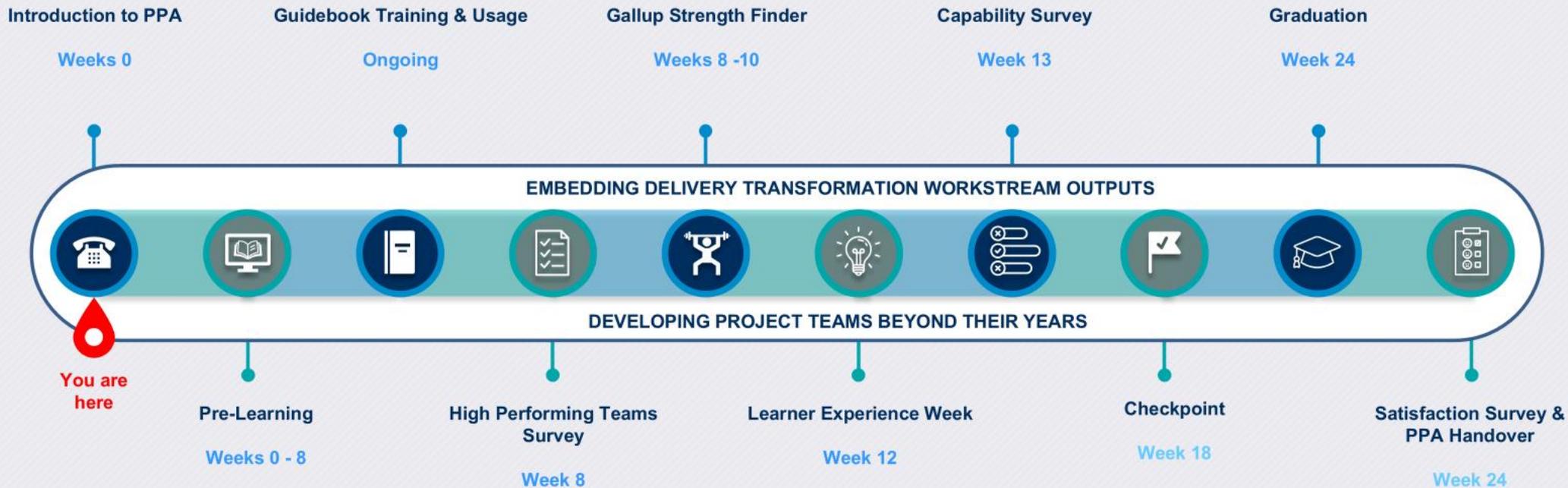
**Statutory
Undertakers**

Asset

DLOA

Environment

Our typical Learner Journey



NB: Weeks are approximate and may vary

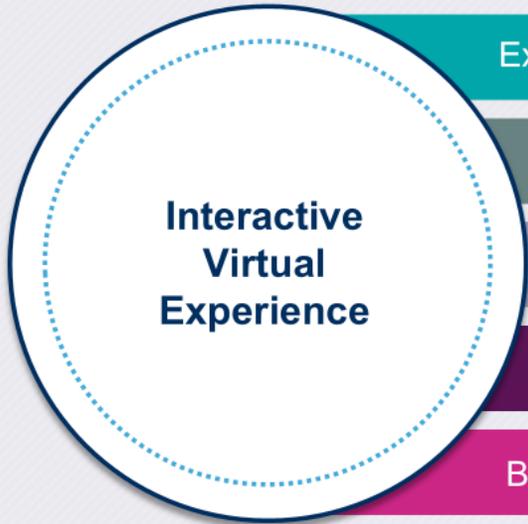
The 5 day Learner Experience week will take you on a journey through the lifecycle of a fictitious project



This will bring to life the topics you have covered in your pre-learning, and more, through a highly interactive and immersive learning programme



During the week, we will provide tools to enable success at each stage of your project, as well as skills for working better as a team and driving improved outcomes in your own project contexts



Experienced facilitators



Expert guest speakers



Enriching videos and audio clips



Interactive activities



Breakout rooms



You will all take something away from the 5 days, no matter the stage of your career

How the Learner Experience Week will benefit you:

- 1** Understanding your **individual and team strengths** so that you can be a more **effective team** and advance your own **professional growth**

“PPA has been a unique experience in developing our team to understand one another and improve our individual and collective skills.” David Bullock
 “It was also a great opportunity to work in detail with the team to understand what their concerns and problems were, how they were thinking” Claire Johnson
- 2** Applying PPA learnings to your own projects to help **overcome any challenges** with the support of your **team** and **experts** in the field

“You’ve got real-life issues on your own scheme, which you can bring to the forefront and everyone on the team can have an input into that and as an integrated team come up with solutions to those problems.” Henry Stevenson
 “I really valued learning from other experienced people” A358 Cohort
- 3** Understanding how to **excel in each stage** of the project lifecycle to set you up for **future success**

“I definitely gained more insight in this one week than my 8 years working in HE.” A46 Binley Cohort
 “A rigorous course... the use of example and experiences helped aid my understanding” M6 J10 Cohort
- 4** Improved **project controls** and **commercial capabilities** to drive better **project outcomes**

“I am certainly a lot more aware of integrated project controls.” M6 J10
 “I understand the importance of controlling costs and the schedule.” Early Talent
- 5** **Hearing** and **sharing** stories of successes and challenges to **learn** from each other’s **experiences**

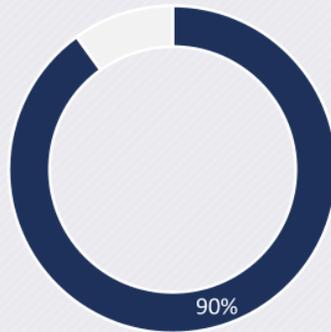
“I really valued learning from other experienced people.” A358 Taunton
 “I think it was excellent to share learning.” A358 Taunton

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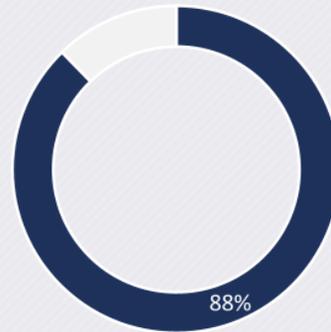
Client Confidential

Capability Enhancements Dashboard

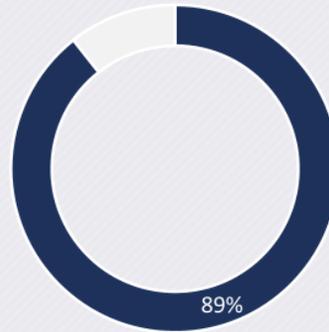
Project Controls



Commerciality



PPM



Blue = capability uplift based on the average percentage of participants who answered '3' or '4' on a four-point scale to evaluate understanding, capability, and confidence in project controls, commerciality or PPM. Grey = percentage of participants who answered '1' or '2'. See appendix for full details.

95%

After completing the Gallup assessment, coaching, and high-performing teams learning, do you feel you are now able to play a role in creating your project's high-performing team?



The increase in confidence in applying the learning from PPA to project. Where 0% is no difference in confidence since joining PPA.



The increase in capability to successfully deliver projects based on what PPA has taught. Where 0% is no difference since joining PPA.

The learning from PPA is increasing participants' capability and individuals feel confident in applying the learning to their project

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How we supported a project team to consider their strengths both individually and collectively to drive successful outcomes.

Name	Executing								Influencing							Relationship Building							Strategic Thinking											
	Achiever	Arranger	Belief	Consistency	Deliverable	Discipline	Focus	Responsibility	Restorative	Activator	Command	Communication	Competition	Maximizer	Self-Assurance	Significance	WOO	Adaptability	Connectedness	Developer	Empathy	Harmony	Includer	Individualisation	Positivity	Relator	Analytical	Context	Futuristic	Ideation	Input	Intellection	Learner	Strategic
Overall Team	11	16	23	28	32	33	30	8	26	18	31	4	21	18	7	29	2	14	20	12	10	24	9	15	1	3	19	34	6	13	25	27	22	5
	27	14	23	18	32	33	29	20	31	34	25	16	28	10	17	26	15	11	19	21	12	7	22	5	9	4	2	30	6	1	8	13	24	3
	9	13	19	24	33	28	29	1	8	15	32	5	30	34	18	25	4	31	6	12	16	21	20	3	2	11	14	27	10	26	23	22	7	17
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	5	3	16	10	9	12	19	6	31	29	32	1	11	21	21	17	17	22	11	22	22	22	22	22	22	11	28	30	25	33	34	27	15	26

**Thank
You**