

NO PROJECT PLAN = NO CHANGE

Public-service change doesn't fail
because people don't care — it fails
because passion isn't a process

GET YOUR CHECKLIST NOW!

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No Project Plan, No Change

In public services, change isn't a luxury.

It's a necessity.

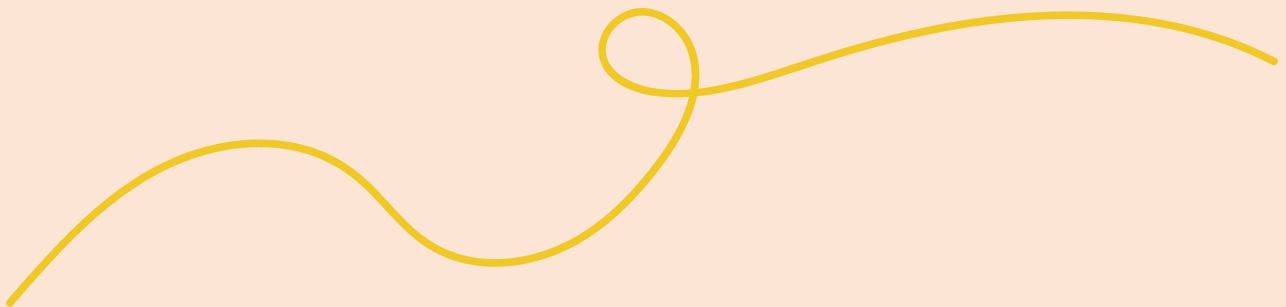
Whether we're building a Bairns' Hoose, reforming child-protection pathways, redesigning digital systems, or shaping a trauma-informed workforce, change is constant. And getting it wrong has real-world consequences for children, families, communities and staff.

That's why project management matters.

Too often, the public sector launches improvement programmes full of passion, energy and good intentions... but without a structured process to guide them. **The result?**

- Drift
- Confusion
- Pressure on staff
- Missed milestones
- Overspend
- And sometimes, no real change for the people we serve

It doesn't happen because people don't care — it happens because change without disciplined project management becomes reactive instead of controlled.



Project management brings clarity

Good project management takes a big vision and turns it into:

- Clear milestones
- Defined ownership
- Risk planning
- Transparent decision-making


It answers the critical questions:

- What are we trying to improve?
- What does success look like?
- Who is responsible?
- How will we know if we're on track?
- What happens if something goes wrong?

When people know both the destination and the route, delivery becomes calmer, safer and faster.

It protects public money and public trust

Research shows that structured change management massively increases success rates.

 Prosci found that when change management is rated excellent, 88% of projects meet or exceed objectives.

With weak or “poor” change management, that figure collapses to 13%.

The UK National Audit Office found that around one-third of major government projects are “in doubt or unachievable” unless action is taken.

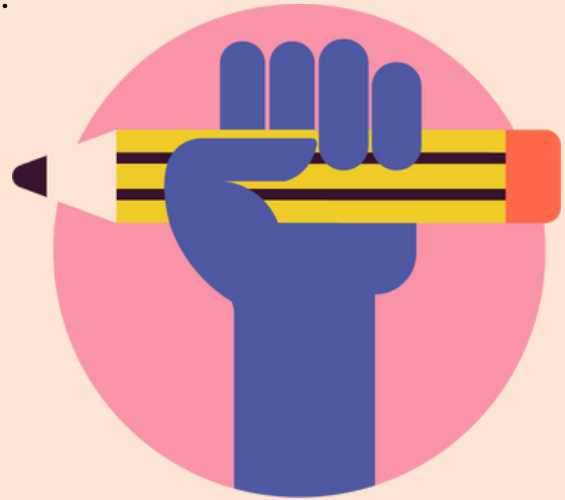
Behind those numbers are real-world impacts: frustration, duplication, wasted energy, and stalled services for the people who need them most.

Strong project management isn't bureaucracy. It's accountability.

Public-service change is complex

Government and public services involve:

- Leadership
- Frontline staff
- Policy shifts
- Finance and digital systems
- Legislation
- Multi-agency coordination
- Public scrutiny



Trying to manage all of this without structure is like rewiring a house while the lights are still on.

A project manager doesn't just run a plan — they align people, manage emotion, anticipate problems, and keep the vision alive when the day-job takes over.

And when change is trauma-informed...

The need for structure gets even stronger.

Trauma-informed change depends on:

- Workforce support
- Leadership consistency
- Measurable outcomes
- Cultural buy-in

If these aren't planned, delivered and monitored — the work becomes fragile.

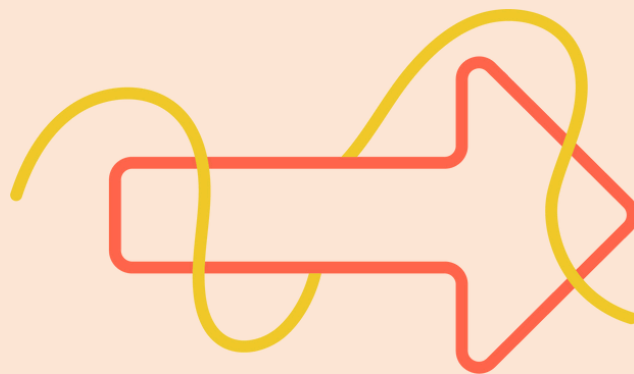
Project management gives trauma-informed change a strong spine.

It's not about clipboards and Gantt charts

It's about:

- Protecting people
- Respecting staff time
- Demonstrating improvement
- Making change stick

The public sector has no room for wasted effort — especially in areas like child protection, justice, health and education.



Before You Begin: A Change-Readiness Checklist

If a major change programme is going to succeed, especially in public services, the groundwork must be in place before anything starts.

Here's a practical, trauma-informed readiness checklist:

1. Clear purpose

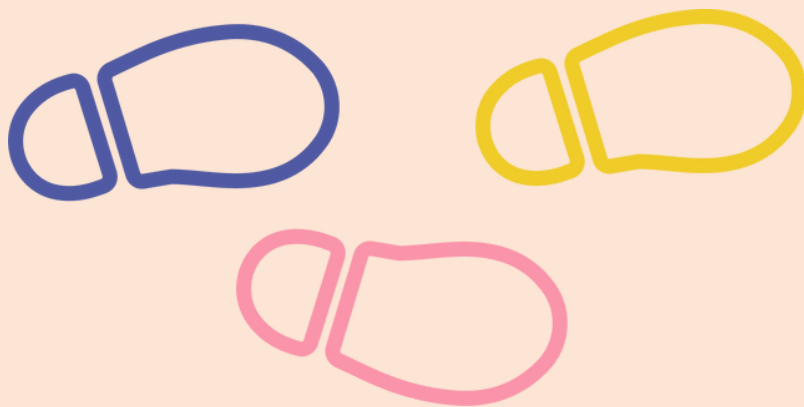
- ✓ Shared understanding of why the change is needed
- ✓ Defined benefits for children, families, staff and the organisation
- ✓ Alignment with national and local priorities (UNCRC, Bairns' Hoose Standards, GIRFEC)

2. Leadership commitment

- ✓ Named Senior Responsible Officer
- ✓ Visible leadership support, not just verbal
- ✓ Agreement that leaders will protect time, staff and resources

3. Governance

- ✓ Project board or steering group with multi-agency representation
- ✓ Terms of reference and decision-making authority
- ✓ Clear escalation routes for risk and dispute resolution



4. Dedicated project management

- ✓ Project manager with protected time
- ✓ Project plan with milestones, tasks and owners
- ✓ Risk register and issue log from day one

5. Realistic resources

- ✓ Protected time for key staff
- ✓ Budget allocated — even if phased
- ✓ Capacity planning to protect business-as-usual

6. Communication and engagement

- ✓ Communications plan (internal + external)
- ✓ Stakeholder mapping
- ✓ Children, young people and families included appropriately

7. Trauma-informed workforce considerations

- ✓ Staff wellbeing plan
- ✓ Psychological safety
- ✓ Reflective space or access to support

8. Data and measurement

- ✓ Baseline agreed
- ✓ Outcome indicators linked to human impact
- ✓ Evidence plan that doesn't overburden staff

9. Legal, ethical and safeguarding compliance

- ✓ GDPR and data-sharing agreements
- ✓ Safeguarding pathways
- ✓ Audit trail for major decisions



10. Sustainability

- ✓ Long-term staffing and funding
- ✓ Handover plan when the project becomes business-as-usual
- ✓ Learning loop to support improvement

When it is in place, momentum builds and stays steady, even when challenges come.

The simple truth

Passion is essential.

Commitment is essential.

But without project management, public-service change becomes guesswork — and communities deserve better.

If you're beginning a change journey

Whether you're launching a Bairns' Hoose, redesigning services, building partnerships or shifting culture:

- Put governance in early
- Define roles clearly
- Protect delivery time
- Monitor risks
- Measure outcomes with data

A well-run project doesn't slow things down — it stops things falling apart.

✓ And if you need support

This is exactly what TICCS specialises in — trauma-informed change, multi-agency delivery, governance, data and project leadership that turns strategy into real-world impact.

If you'd like:

- ✓ A printable checklist
- ✓ A project start-up workshop
- ✓ Support to design or deliver a major change programme

Just get in touch.

Because change in public services is challenging — but with structure, leadership and the right support, it is absolutely achievable.



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