



MCA Awards 2018 Finalist

Change Management Consultant of the Year

Luke Picknett, Deloitte

Luke has changed the way services are delivered to 1.8m members of the public by transforming the operating model and culture of the local government clients he has worked with. His experience and knowledge is focused on supporting local authority clients to reframe sector-wide financial challenges as a stimulus to improve outcomes for communities by transforming ways of working and behaviours.

Luke's impact across the local government sector includes:

Enabling £100m of budgetary savings within local government while ensuring that dwindling financial resources are targeted to deliver the best outcomes for members of the community.

Developing a framework and methodology for changing the culture and ways of working amongst social workers at two local authority clients to prioritise the strengths of individual vulnerable adults, rather than their deficits.

Designing and implementing a new operating model for Hampshire County Council to support demand management, following a 10% rise in citizen queries that has resulted in a 41% increase in the resolution rate.

Luke is also applying learnings from his client work to inspire behavioural change within his own team and in his voluntary work. He is a school governor at a local secondary school, promoting educational quality within a challenging budgetary context, and also chairman of Education Partnerships Africa which focuses on education in East Africa. Luke works to ensure that that this young organisation has the right skills and experience to effectively invest £150,000 per year.