



## *MCA Awards 2018 Finalist*

**Change Management in the Public Sector**  
**Chaucer Consulting with Home Office**

UK Policing and national security agencies are facing an unprecedented level of digital transformation. Programmes are developing distinct capabilities, from improved public engagement to counter terrorism analytics. The environment is complex with disparate decision-making bodies, challenging funding models and unparalleled levels of scrutiny. Chaucer was engaged to provide visibility of the portfolio and recommendations for improvement to senior ranking Policing and Home Office officials.

Chaucer created a uniform dashboard encompassing all programmes, established a series of cross-programme working groups and engagements addressing every Police Force. This resulted in Chaucer adopting a role as trusted advisor on Policing technology.