

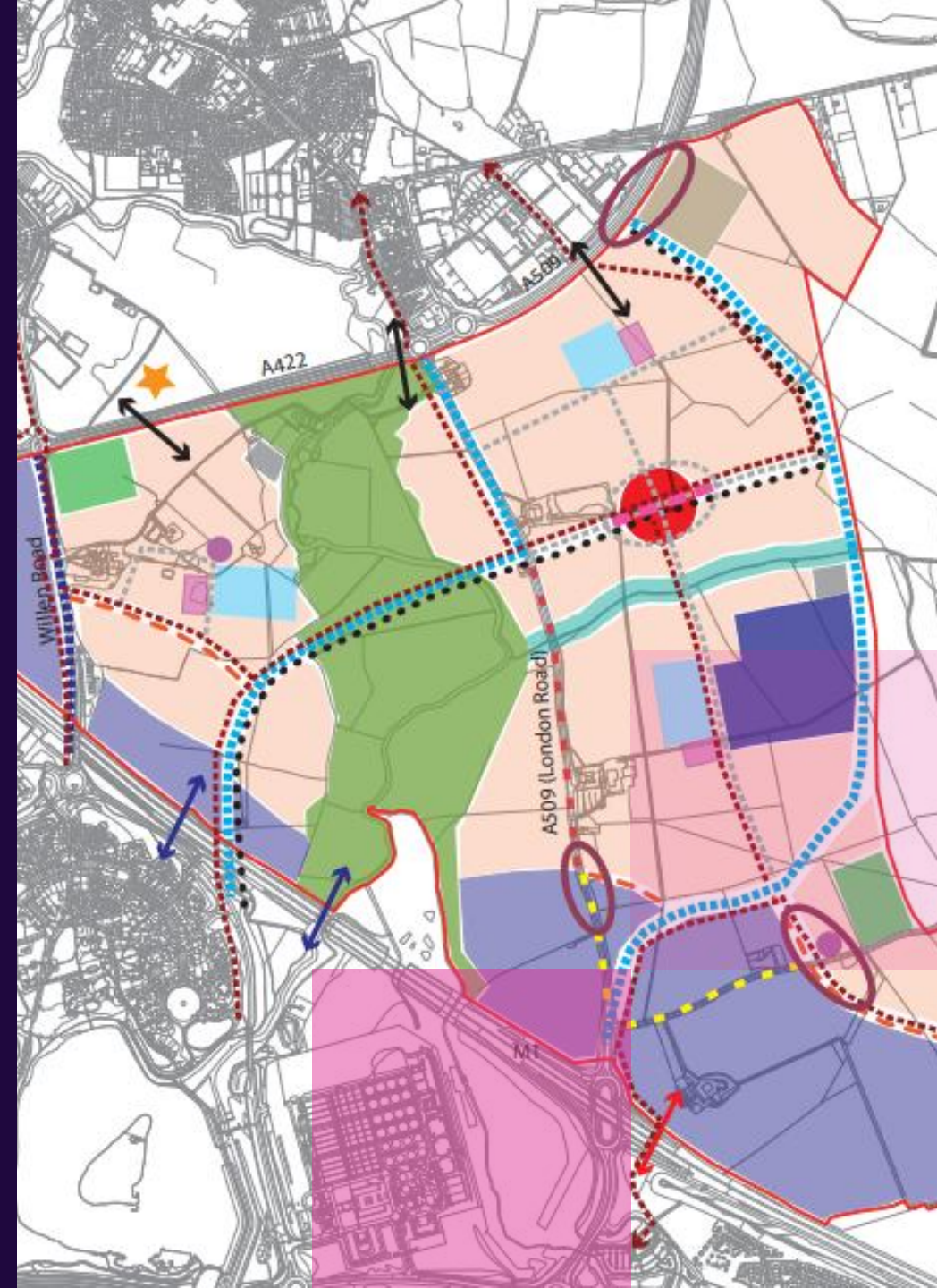
# Delivering Successful Projects

27 February 2026



# Milton Keynes

- Granted city status in 2022 & turns 60 next year
- Unashamedly pro-growth authority & fastest growing city in the UK
- Growth delivery principally through large-scale urban extensions:
  - **MK East** – 5,000 houses, 63ha Linear Park & 400,000sqm employment floorspace
  - Local Plan (2019) → Development Framework SPD (2020) → Application (2021) → houses occupied, all-through school and health hub completed

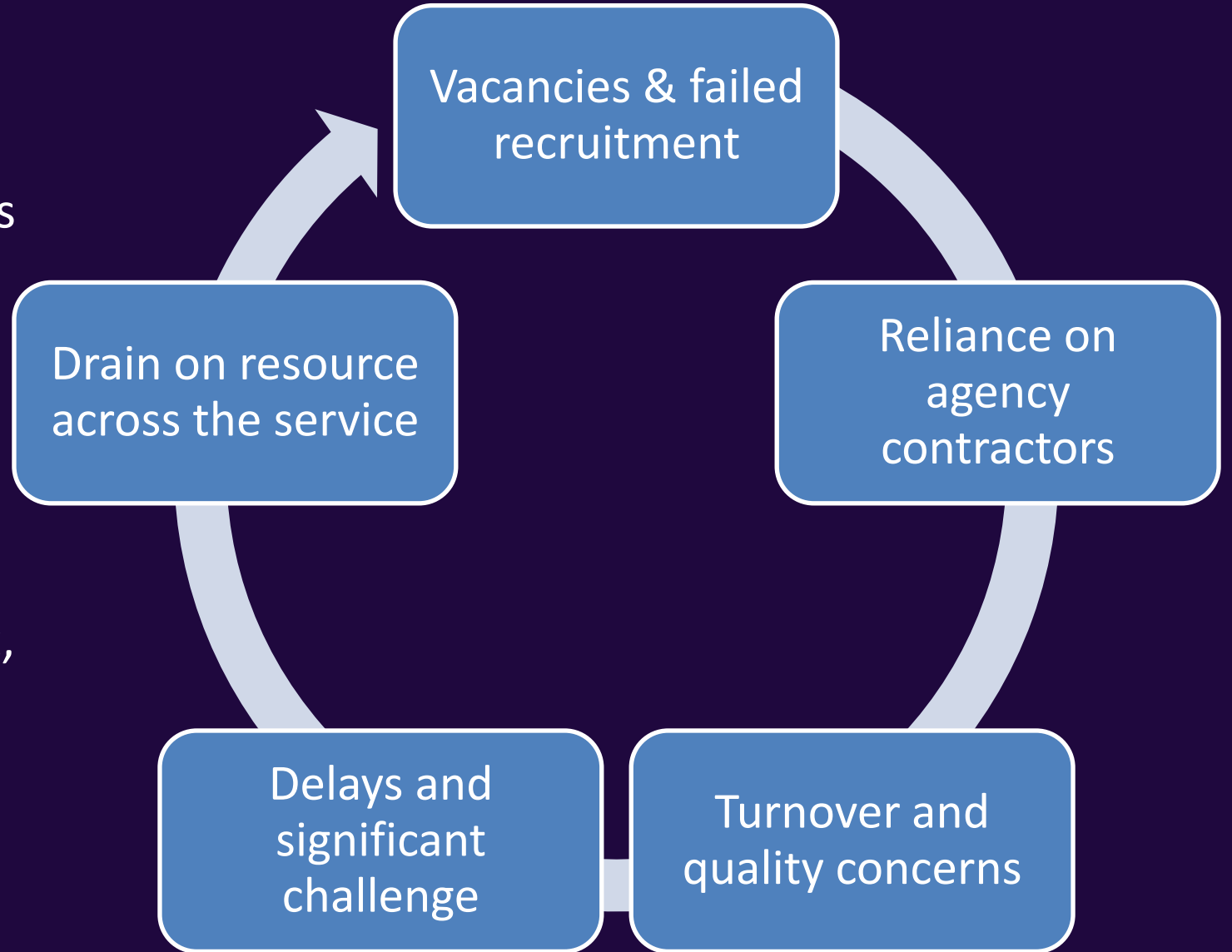


# Challenges to delivery

- Delays to some key projects resulting from capacity constraints and skills shortages

Question we asked ourselves:

- How do we take a more rigorous approach to Project Management, as well as free up the capacity of Planning Officers?



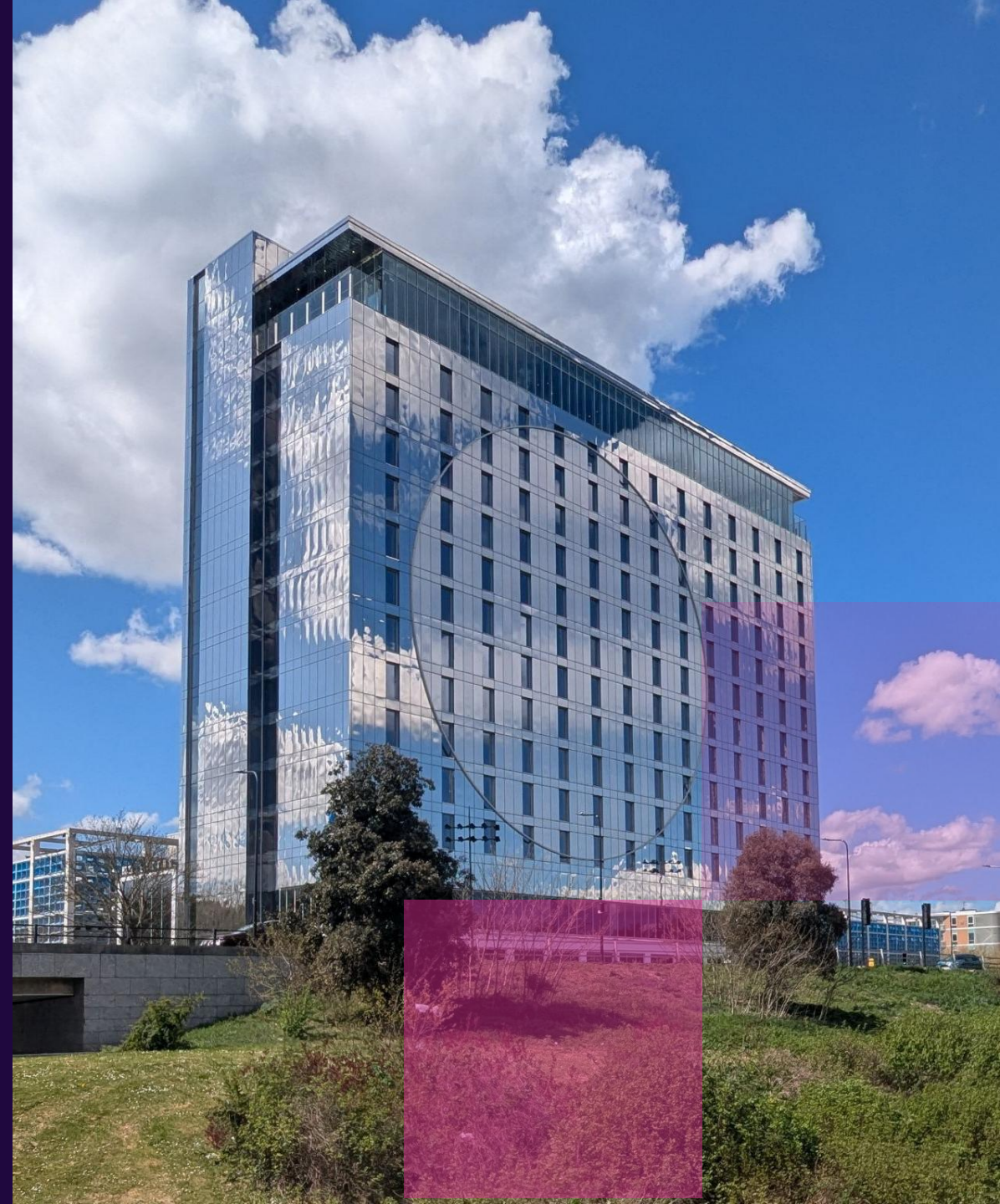
# Planning Projects & Services

- Sacrificed vacant posts and used grant funding to create a new team
- Only the team manager is a planner
  - Project managers
  - Customer relationship manager
  - Digital lead officer
  - Systems management and support
  - Admin support
- Works within all teams as part of a “One Service” approach



# The MK Approach

- A project management toolkit:
  - **Start** – prepare business case & sign-off
  - **Plan** – risks & issues register; comms plan; benefits management plan; governance arrangements
  - **Do** – monitor & control progress; stakeholder engagement
  - **Finish** – review benefits and lessons learned; project closure



## Our service priority projects

- MK Planning Academy (9 grads over 3 years)
- MK City Plan 2050 (submit in March 🤔 )
- New system for DM (deployed in 9 months)
- High quality PPA service

## Our experience

- Helped ensure projects are delivered on-time
- Helped free up capacity within DM and Planning Policy teams
- Much greater focus on projects related to service improvement



Thank you for listening

