CASE STUDY · PMO AND MOBILISATION

Restoring Momentum Across Complex Mobilisation Programme

How our PMO took a stalled asset survey programme across 96 complex sites from 30% scheduled after five months to 95% in just six weeks.

96 non-standard sites nationwide	**30% → 95%** sites scheduled for survey	**6 weeks** to turn it around	**5 months** stalled before we stepped in

AT A GLANCE

The project in brief

Context	The transition phase of a major mobilisation, with M&E and fabric asset surveys needed across 96 non-standard sites nationwide.
Challenge	After five months only 30% of sites were in progress and under 10% completed, putting dependent workstreams, timelines and contractual commitments at risk.
Our approach	Our PMO took ownership of survey logistics: a site access tracker, centralised scheduling, an early site risk summary and weekly structured updates.
Outcome	95% of sites fully scheduled and ready for survey within six weeks, confidence restored and dependent workstreams back on track.

THE BIG PICTURE

A survey backlog threatening the whole mobilisation

During the transition phase of a major mobilisation project, the For People and Places PMO team was supporting delivery across several workstreams when a critical issue emerged. The Asset Management Team was struggling to progress Mechanical & Electrical (M&E) and fabric asset surveys across 96 non-standard sites nationwide. With only 30% of sites in progress and under 10% completed, the backlog was fast becoming a significant risk to the programme's deliverables. The delay had knock-on effects across multiple dependent workstreams, putting overall programme timelines and contractual commitments at risk.

The challenge was amplified by several internal and external factors. Limited resource availability within the Asset Team, combined with unexpected site restrictions and changing access requirements, created a complex logistical environment that had not been anticipated in the original scope. Each site operated differently, with unique operational constraints, varying permit needs and inconsistent communication from local contacts, making a standardised approach impossible.

WHAT THE ORGANISATION NEEDED

A way to restore momentum, improve survey visibility and establish a controlled, repeatable process that could move at pace.

Accelerate surveys

Speed up survey scheduling and completion.

Remove blockers

Clear the obstacles that held up site access and progress.

Bring structure

Add coordination and clarity to an increasingly fragmented process.

Protect the timeline

Safeguard programme deadlines and the wider mobilisation timeline.

> **Our team's skill set was key to preventing a critical failure point from derailing the mobilisation.**

THE IMPORTANT DETAIL

How we got it back on track

01

Take ownership

Recognising the urgency, the Asset Team requested targeted support from the For People and Places PMO. Dee Wilder, Assistant Project Manager, assumed responsibility for transforming the process and coordinating the end-to-end logistics required to bring the surveys back on track.

02

Establish clarity

Dee worked closely with key stakeholders to identify the main issues, assess risks and understand site-specific blockers. With this insight, she created a site-specific access requirements tracker that brought together access protocols, contact details, permit needs and operating windows for each location.

03

Remove the obstacles

From there, the PMO put in place a structured, proactive approach to clear blockers and drive progress (see the key issues and actions below).

04

Work directly with every site

Dee engaged directly with local site contacts to confirm procedures, resolve discrepancies and make sure surveyors had everything they needed to complete each visit without delay. By tightening governance, improving communication and applying disciplined logistical planning, survey activity began to accelerate significantly.

KEY ISSUES AND ACTIONS TAKEN

Issue	Action taken
Unclear requirements or inconsistent updates across sites	Strengthened relationships and communication channels with all stakeholders. Introduced weekly structured updates giving a clear view of actions, priorities and objectives.

Issue	Action taken
Fragmented survey scheduling preventing efficient coordination	Centralised the survey programme through the PMO and Supply Chain, enabling coherent planning, grouped visits and less downtime.
Late identification of site-specific constraints	Developed an "early site risk summary" to flag high-risk or complex locations early, enabling proactive mitigation and resource allocation.

PEOPLE SPOTLIGHT

Dee Wilder Assistant Project Manager

Dee took ownership of the stalled survey programme and coordinated the end-to-end logistics across 96 sites. By building strong relationships with stakeholders and local site contacts, creating a single access requirements tracker and bringing disciplined planning and governance, she turned a fragmented process into a structured, repeatable one.

THE RESULTS

Success, and a platform for further success

95% of sites fully scheduled and ready for survey	**6 weeks** from stagnation to momentum	**Back on track** dependent workstreams resumed their plan	**Confidence** restored across the Asset Team and programme

Where progress had previously stalled, with only 30% of surveys scheduled in the first five months, the PMO's intervention produced a step-change in outcomes. Within just six weeks, the programme moved from stagnation to momentum, with 95% of sites fully scheduled and ready for survey. This rapid turnaround stabilised the asset survey workstream, restored confidence and enabled dependent workstreams to resume their planned trajectory.

Throughout the process, the Asset Team consistently praised the PMO for its collaborative, problem-solving approach. By integrating seamlessly with the team, breaking down barriers and providing clear leadership, For People and Places helped transform a critical risk area into a structured, sustainable and high-performing delivery stream.

WHAT SETS US APART

We don't just support our clients, we integrate with them.

We build integrated teams with a shared purpose and impactful collaboration. It's an approach that not only accelerates delivery but creates lasting capability and confidence for future collaborations.

Is a critical workstream holding up your mobilisation?

For People and Places specialise in helping projects like yours go further, faster and have more fun along the way. Contact us today through our website.

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