

Calm Delivery Limited

G-Cloud 15 Framework Retained Delivery Support

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Retained Delivery Service Definition

Overview

Retained Delivery Support gives organisations access to director-level delivery expertise without the cost or commitment of a full-time role. It provides senior delivery input on a simple, flexible basis, starting from as little as one day per month.

This service is designed for organisations that need experienced delivery leadership they can rely on, but do not need (or want) a permanent delivery director. It offers capacity, perspective, and trusted advice, helping delivery feel clearer, calmer, and more manageable.

With 19 years of delivery experience, including 9 years running an agency and leading its delivery practice, this brings the kind of experience that typically sits at delivery director level, without the full-time overhead.

What we mean by Retained Delivery Support

Retained Delivery Support is an ongoing, relationship-based service that provides regular access to senior delivery expertise. It is not ad-hoc consultancy or short-term intervention, but a consistent source of guidance, sense-checking, and support over time.

The service is flexible by design and adapts to what you and your organisation need most. This might include shaping delivery strategy, making sense of delivery capability,

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supporting delivery managers, or simply providing a trusted sounding board for complex or sensitive decisions.

At Calm Delivery, retained delivery support is about helping delivery feel lighter, clearer, and more sustainable.

How we support you

Retained Delivery Support can include (but is not limited to):

- acting as a trusted delivery advisor to founders, directors, or heads of profession
- providing a sounding board for delivery managers and team leads
- sense-checking estimates, plans, proposals, and delivery risks
- supporting hiring decisions, team shaping, and delivery roles
- advising on delivery ways of working and team practices
- helping leaders and teams create space to think, plan, and breathe

The emphasis is on practical, experience-led support that helps people make better delivery decisions with confidence.

Who this service is for

This service works particularly well for:

- founders, directors, or heads of profession
- teams without internal delivery leadership
- organisations going through change, growth, or increased complexity
- organisations needing senior delivery input
- teams that want experienced delivery support without adding permanent overhead

How it works

Retained Delivery Support is deliberately simple and flexible.

- minimum commitment of one day per month, booked in advance

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- time can be used flexibly, either spread across weeks or taken in larger chunks
- focus and priorities are agreed collaboratively and reviewed regularly
- support may include meetings, 1:1s, workshops, document review, or informal advice

This approach ensures the support remains relevant, proportionate, and genuinely useful.

Our approach

Calm Delivery brings a calm, thoughtful, and people-first approach to retained support. We aim to be a trusted partner that teams can lean on, rather than an external authority.

Our approach focuses on:

- Trust – building open, dependable relationships
- Clarity – helping make delivery issues and options visible
- Calm – reducing unnecessary pressure and urgency
- Care – for people, teams, and sustainable outcomes
- Experience – applying judgement shaped by real delivery environments

We adapt how we work based on context, maturity, and what will be most helpful at any given time.

Outcomes

Organisations using Retained Delivery Support from Calm Delivery can expect:

- access to senior delivery expertise when needed
- increased confidence in delivery decisions
- stronger support for delivery teams
- improved handling of complexity and uncertainty
- more sustainable and humane delivery practices
- reduced pressure on individuals carrying delivery responsibility alone

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Ultimately, retained delivery support helps organisations deliver well, with experienced guidance on hand, without the weight or cost of a permanent senior role.