

Calm Delivery Limited

G-Cloud 15 Framework Delivery Management

Completed by:
Jon Rhodes
Director at Calm Delivery

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www.calm.delivery

Delivery Management Service Definition

Overview

Delivery management has been at the heart of Calm Delivery since day one. We help organisations deliver meaningful change with confidence, clarity, and care. Our focus is on creating the conditions for teams to do their best work, while ensuring outcomes are delivered in a way that is sustainable, transparent, and human.

We bring a calm, pragmatic approach to complex environments, particularly where there are multiple stakeholders, uncertainty, or legacy constraints. We balance pace with quality, and delivery with wellbeing, so progress is steady rather than frantic.

Over recent years, our delivery management work has helped:

- multidisciplinary teams align around shared goals and clear outcomes
- public sector organisations deliver services that better meet user needs
- charities and not-for-profits navigate complex delivery landscapes with limited resources
- digital and technology teams improve how they plan, prioritise, and deliver work
- leaders gain confidence in delivery without resorting to command-and-control approaches
- teams move from reactive firefighting to predictable, sustainable delivery
- individuals grow their delivery skills through coaching, mentoring, and hands-on support

Our work is grounded in trust, openness, and respect. We believe good delivery management creates space for teams to think, learn, and improve, not just ship outputs.

What we mean by Delivery Management

Delivery management covers a broad set of practices and responsibilities that ensure work is delivered effectively, responsibly, and in line with organisational goals. It brings together people, process, and delivery insight to help teams move forward with confidence.

At Calm Delivery, delivery management includes (but is not limited to):

Delivery planning

- Establishing clear delivery goals aligned to user and organisational outcomes
- Creating and maintaining delivery plans that are realistic, visible, and adaptable
- Managing dependencies, risks, and constraints across teams and suppliers
- Supporting teams to prioritise work based on value, not just urgency

Team enablement and ways of working

- Helping teams establish healthy, effective ways of working
- Supporting agile, iterative delivery approaches where appropriate
- Removing blockers and reducing friction so teams can focus on meaningful work
- Creating psychological safety so concerns and risks are raised early

Stakeholder engagement and communication

- Building strong, trusting relationships with stakeholders at all levels
- Translating delivery detail into clear, honest updates
- Facilitating conversations that balance delivery realities with expectations
- Helping decision-makers understand trade-offs and make informed choices

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Risk, governance and assurance

- Identifying and managing delivery risks early and transparently
- Supporting proportionate governance that enables, rather than slows, delivery
- Providing clear delivery insight to support assurance and reporting needs
- Ensuring delivery aligns with government standards, policies, and frameworks

Continuous improvement

- Creating feedback loops to help teams learn and improve
- Facilitating retrospectives and reflective practices
- Supporting teams to experiment safely and adapt their approach
- Embedding a culture of learning rather than blame

Our approach

Calm Delivery brings a steady, thoughtful presence to delivery environments. We are hands-on when needed, and quietly supportive when teams are working well. We tailor our approach to context, maturity, and constraints, there is no one-size-fits-all model.

We focus on:

- Clarity – making work, progress, and risks visible
- Calm – reducing unnecessary stress and urgency
- Care – for people, outcomes, and long-term sustainability
- Capability – leaving teams stronger than we found them

We are not just here to deliver for teams, but to deliver with them.

Outcomes

Organisations working with Calm Delivery can expect:

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- clearer delivery direction and priorities
- improved confidence in plans and progress
- healthier, more resilient teams
- better-informed decisions at every level
- delivery that is predictable, transparent, and humane

Ultimately, our delivery management service helps organisations deliver change that lasts - without burning people out along the way.