

True Cost of Service

The Challenge:

- Undertake a 'True Cost of Service' exercise
- Build a documented evidence base for the funding organisations
- Work better together as a management team
- Learn strategic and business planning techniques
- Develop a longer term vision for the Project



The Programme:

The Team used *europartnership's* Performance Driven Management (PDM) programme as a framework.

Typically it is delivered over a 3 month period. However, due to time constraints, the Team went through their PDM programme in two separate workshops that were held over a 2 month period.

The workshops were held offsite at local facilities. Each member of the Team was presented with a workbook and assigned a self study assignment in the gap between the two workshops.



"I can't believe in such a short programme we learned so much about ourselves and our purpose.

This hands-on approach is far better than any chalk and talk tuition we have received..."
Debbie Cross, Administration Manager,
Barnardo's

The Outcome:

- An evidence based 'Cost to Serve' Model that can be used time and again
- A strategy that is understood by everyone with a commitment to achieve
- Improved working and better understanding of contribution of other Team members
- Clearer vision and clarity of purpose for the Project
- Certified management development in business and strategic planning techniques

"We now have proper evidence that we can take to the funding organisations to ensure they fully understand why we require more resources if we are to continue providing an excellent service for them."

Kate Smith, Barnardo's Blackpool Project Manager,



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