



# SERVICE DELIVERY

STRENGTHEN YOUR FRONTLINE AND SERVE BETTER



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# YOUR FRONTLINE. OUR FOCUS. WE'LL HELP YOU CLIMB



9 Mountains supports charities to design, deliver and grow frontline services that are clear, fundable, and life-changing.

## TURN GREAT IDEAS INTO GREAT SERVICES

Even the best intentions can get stuck: stretched teams, unclear outcomes, or programmes that no longer meet the mark. We'll help you design and deliver services that truly work. Practical, sustainable, and backed by evidence.

The result? Greater impact, stronger relationships with funders, and renewed trust from the communities you serve.

## OUR PRINCIPLES: THE FOUNDATION OF SUCCESS



### EXPERTISE THAT MATTERS

Our team includes frontline specialists, safeguarding leads, and experienced service managers who understand the complexity of direct delivery.



### ECONOMIES OF SCALE

We bring you a team of experts who'll monitor, safeguard, evaluate and innovate, without the overheads of hiring in-house.

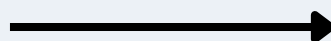


### PAY AS YOU GO MODEL

Whether you need support for one programme or help rethinking your entire delivery model, we scale to fit your needs and budget.



Our team goes beyond traditional services by analysing your existing challenges.



We provide tailored solutions to address them effectively.



# FRONTLINE SERVICE DEVELOPMENT

## LET NEW AMBITION TAKE ROOT WITH 9 MOUNTAINS



Unsure about starting a new service?



We co-design delivery models that meet real needs and attract funder support.



Current service not delivering outcomes?



We help refine or pivot your offer to improve reach, outcomes and value.



Lacking internal expertise?



We provide expert input on design, delivery planning and staffing structure.

### WHATEVER YOUR NEXT PEAK, 9M WILL HELP YOU REACH IT

Reaching the summit takes more than vision. It takes a solid route, the right gear and expert guidance along the way.

We'll help you shape services that are rooted in the needs of your community, and built to stand tall in the eyes of funders. From the first spark of an idea to pilot and full rollout, we walk alongside you, turning purpose into practical progress.

Cost: From £1,500

Timeline: 1-2 months



# MONITORING & EVALUATION

## SHOW YOUR IMPACT WITH 9 MOUNTAINS



Not sure if you're making a difference?



We design meaningful KPIs, outcomes, frameworks and tools for service tracking.



Funder reports feel weak or vague?



We help gather clear evidence to demonstrate impact and value.



No time for data analysis?



We manage data reviews, case studies and reporting on your behalf.

### CLIMB SMARTER. TRACK THE JOURNEY WITH 9M

We help you track the journey with tools that capture both the data and the deeper story. From lived experiences to hard evidence, we design monitoring & evaluation frameworks that balance numbers with nuance, so you can prove your value, improve your work and unlock future funding.

With the right tools in your pack, you'll know exactly where you're headed and how far you've already come.

Cost: From £750

Timeline: 1 month



# QUALITY STANDARDS & ACCREDITATION

## PROVE YOUR PRACTICE WITH 9 MOUNTAINS



Don't know which quality mark to aim for?



We identify the best-fit frameworks for your services and help you meet them.



Struggling to achieve accreditation?



We offer hands-on support to meet key criteria and evidence requirements.



Need to build credibility with funders?



We help strengthen your quality assurance with funders, regulators, or beneficiaries.

### SET THE STANDARD, WITH 9M

Accreditation proves you're ready for the next level. It shows funders, regulators and your community that your service is solid, safe and making a real difference.

Whether you're aiming for Trusted Charity (PQASSO), Matrix or another sector-specific quality mark, we'll help you navigate the path with clarity, focus and the right support at every step.

Cost: From £1,000

Timeline: 2-3 months



# SAFEGUARDING & COMPLIANCE

## RELEASE THE WEIGHT WITH 9 MOUNTAINS



Worried about safeguarding compliance?



We audit, update, and embed strong safeguarding policies and procedures.



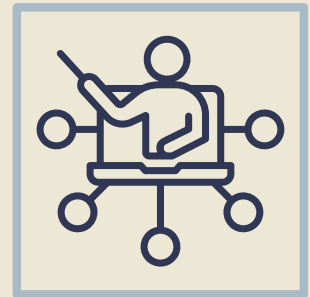
No designated safeguarding lead (DSL)?



We can provide interim DSL support and help train your team.



Need training or refresher support?



We deliver tailored safeguarding training for staff, volunteers and trustees.

## STAY COMPLIANT AND LEAD BOLDLY WITH 9M

We help you embed safe, legally compliant practice at every level of your organisation - from boardroom to frontline.

Whether you're training staff and volunteers, updating procedures, or responding to concerns, 9 Mountains provides calm, expert guidance.

Cost: From £600

Timeline: 1-2 months



# RECRUITMENT & TEAM SETUP

## GATHER THE RIGHT PEOPLE WITH 9 MOUNTAINS



✗ Hiring without the right processes?



✓ We set up effective, inclusive recruitment and onboarding systems.

✗ Struggling to attract the right candidates?



✓ We write compelling role packs and support targeted outreach.

✗ Need help defining roles or structures?



✓ We advise on job design, team planning, and line management.

### ALIGN YOUR MISSION WITH THE RIGHT MINDS WITH 9M

Geat service starts with the right team. We'll help you define roles clearly, run inclusive and effective recruitment and welcome new hires with confidence.

Whether you're bringing in one person or building a brand-new team, we make sure your structure is strong and your people are aligned with your purpose. From job design to onboarding, we'll help you bring together the right minds to move your mission forward.

Cost: From £750

Timeline: 3-6 weeks



# CRISIS MANAGEMENT & RISK PLANNING

## CONQUER THE UNKNOWN

### WITH 9 MOUNTAINS



Worried about service interruptions?



We help create business continuity plans to keep services running smoothly.



No formal risk register?



We assess and document risks with practical mitigation strategies.



dealing with a live crisis?



We provide calm, expert input to manage challenges in real time.

## MOVE FORWARD WITH 9M BEHIND YOU

No climb is without its challenges and no service runs smoothly forever. From staff shortages to funding gaps, we'll help you prepare for the unexpected and act fast if issues arise. With clear plans and practical tools, you'll be ready to protect your beneficiaries, your team and your charity's reputation, even when the path gets rough.

Cost: From £900

Timeline: 2-4 weeks for planning; crisis support available immediately



# HOW TO WORK WITH US

## YOUR JOURNEY TO THE SUMMIT CONTINUES HERE



### FINALLY, EXPERT HELP THAT FITS THE WAY WE WORK

"Working with 9 Mountains has been a turning point for us. They understood our challenges and gave us the direction we needed. With expert support in marketing, fundraising, strategy, and operations, we've gained clarity, confidence, and real momentum. We're moving forward with more focus, confidence, and a sense that we're building something sustainable."

— Jo Early, CEO, SAMM National



### LET'S CLIMB THIS MOUNTAIN TOGETHER

Whether you're starting out or ready to grow, 9 Mountains helps you build a smart, sustainable service delivery model tailored to your ambition. Book a session to explore your challenges, and we'll connect you with the right experts. We know the climb is tough, but the view from the top is worth it. Together, we'll map the best route to reach your peak goals.

## CONTACT

Get in touch to book your free appointment and take the first step toward elevating your charity to new heights.

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To explore more ways 9 Mountains can support your charity, including our full range of services and other mountains, visit our website.

🌐 [www.9mountains.co.uk](http://www.9mountains.co.uk)

