



Delivering Public Services

The Challenge

As a provider of business services for Scottish Enterprise and other public funding organisations, Glasgow Business Services (GBS) was under consistent pressure to deliver best value for public money, whilst meeting the diverse needs of customers and stakeholders from public and private sector organisations.

The Eriskay Approach

Through a structured programme of one-to-one interviews, workshops and reflexive learning, the management team was able to create a substantial map of the diverse issues it faced and the range of stakeholder expectations it was required to manage.

This diversity led to a more detailed exploration of the goals of the management team and the range of competencies and assets it marshalled in order to deliver its mandate.

Outcome

By creating a robust business model, the GBS management team was able to identify its competencies, assets and goals to create a basis for the development of future products and services. Perhaps more importantly, it facilitated a high level of cohesion and shared vision among the management team.

“In addition to getting the management team focussed on the core of the business, it actually surfaced a number of new opportunities by exploring our competencies and capabilities.”

Iain Rennie, CEO, Glasgow Business Services