

Sue Wallace-Bonner
Director of Adult Services
Halton Borough Council
Municipal Building
Kingsway
Widnes
WA8 7QF

21st July 2017

Dear Mr Quinn,

Reference for Meridian Productivity Limited

I am pleased to provide a reference for Meridian Productivity Limited following the completion of a 10-week project in our Care Management Division within Adult Social Services. Meridian have been working with the Council since April 2017 following an analysis period which identified the opportunity to make cost improvement savings, increase productivity and improve the quality of the services we provide to our service users.

Meridian designed and installed a bespoke management system with our Division Manager, Principle and Practice Managers and Advanced Social Work Practitioners which has allowed our Complex Care and Initial Assessment Teams to more accurately forecast service user demand thus identifying and managing any unwarranted variances as they arise. Furthermore, they have given us a more transparent systematic approach to managing the performance of each team by utilising a series of quality reports and controls which has enabled us to ensure that all staff are meeting the organisation's strategic objectives.

This new management system has helped the Division to achieve the following results:

- Enhanced weekly Performance management reporting with increased transparency of productivity by team, post and individual worker.
- The installation of a standardised weekly variance report to effectively and efficiently allocate caseload to workers to meet planned additional activities.
- Additional management information and insight that we believe will inform and guide strategic decision making in relation to service development and potential restructure
- The accelerated 6-month reviews will improve service user outcomes through more timely review and intervention with the aim of reducing crisis placement, new assessments and long term placements by ensuring that the right care package is in place at the right time.

While working with myself and our staff, the Meridian team was very professional and thorough. They held multiple workshops and group sessions to develop and agree the remit, state and plans of the project with all levels of management across the teams in order to allow all professionals to positively contribute thus ensuring Directorate needs were met. Furthermore, Meridian held 1:1 sessions to provide training and support with key staff which positively targeted all aspects of the project in more detail.



Working with Meridian has been a very positive experience for the organisation and we are already looking at further opportunities for improvement within the organisation. We would thus highly recommend them to other organisations to achieve real cost and efficiency results.

Yours sincerely,

A handwritten signature in black ink that reads 'Sue Wallace-Bonner'.

Sue Wallace-Bonner

Director of Adult Services