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Your ref:

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6th July 2016

Dear Jimmy

Re: MERIDIAN PRODUCTIVITY LTD Reference

I have worked with Meridian on the project dealing with the Call Handling function in Children and Young People's Service. This was the third time the company was engaged in a project with the Trust.

Meridian took my management team through a 12-week-long programme of improvement with the aim of reducing the amount of unanswered calls and the complaints made about communication. Prior to the team working with us, the admin team were handling calls, each locality with their own approach and we missed on average 17% of our calls. Seeing the methods Meridian used from start to finish it was easy to follow their approach. They worked alongside the management team every step of the way. Meridian engaged with our senior management on a daily basis creating a good working relationship while making sure tasks were carried out on time and to the agreed quality. A number of additional benefits were realised during the project, which involved a number of improvements in the communication with and within the main team.

The results were visible after 6 weeks, much earlier than I had anticipated; the unanswered calls dropped by over 16% with the worst-performing area improving by 39%. The number of communication complaints has also dropped during the lifecycle of the project. Not only our performance was improved, but there is also the general feeling from staff in the Service that the function works much better.

I would recommend the company to others looking to increase efficiency in their operation regardless of the size of team. Meridian have shown their ability to work with very small teams and larger teams and hence, during the course of this programme, the Trust have contracted Meridian to undertake a much longer piece of work involving the redesign of our entire CYPS service and I look forward to working with the team on this piece of work.

Yours sincerely



Mark Knowles
Directorate Manager, Children and Young People's Services