



Cambridgeshire Community Services

Our ref:
Your ref:

20 November 2008

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Assignment: 21st April – 21st November

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To Whom It May Concern:

In April 2008 Meridian Productivity embarked on a 30 week productivity improvement programme within Cambridgeshire Community Services. The focus of the programme were Health Visiting, District Nurses, Occupational Therapy and Intermediate Care with the overall goal of the programme to improve effective use of existing resources and achieve an increased direct client contact within all four services.

The methodology of Meridian staff working with the Business Change Teams to develop and install a management reporting system proved very successful. Within the weekly review meetings work has also been completed in identifying solutions to lost productivity within our existing processes of delivering each service. The training workshops that were delivered gave our team leaders an introduction to the necessary training and coaching with regards to improving communication, people handling skills, dealing with confrontation, giving feedback and the overall management reporting system concept which was implemented. Undoubtedly, this style of training and coaching will prepare our managers for the future challenges the organisation will face.

The outcomes of the project were that productivity across the work streams was increased, to an average of 28% face to face activity (visits) against 2007/08 calculated activity, and solutions to lost productivity were identified. We now have a reporting tool that gives us vital activity information on a weekly basis across all four services. Furthermore, a savings realisation plan was developed and implemented to realise the monetary savings which were identified.

Please extend my thanks to the team who were always professional in their approach. The achieved results and the working method of Meridian Productivity—especially the intensive experience of working together with the Business Change Teams and Team Leaders, the clear understanding and agreement of all actions to be taken with our employees, and the safe installation and perpetuation of the management reporting system, allow us to strongly recommend Meridian Productivity and this working method to other clients. I am happy to provide further details of our project and our work completed with Meridian Productivity to other potential clients.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Jackie Galway', written in a cursive style.

Jackie Galway (Project Lead)
Acting County Lead Adult Services
Cambridgeshire Community Services