

11<sup>th</sup> December 2013

## **Meridian Productivity Reference**

To whom it may concern

Meridian Productivity Ltd worked with Provide for the second time, following on from a very successful programme in Children's Services, from July to December 2013 to improve the management control system in the Integrated Care Teams (ICT).

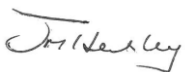
The team spent a few weeks in July identifying issues which prevented our service from being as effective as it could be. Across the course of the analysis the main problems were found: an excessive agency and overtime costs with no real control over the situation. The project we embarked upon with Meridian helped us put in place a clear management control system which quantifies the demand and puts the right people in the right place.

Through a series of workshops with our Senior Management, Team Managers and Team Leaders all the elements of the system were developed and agreed. The Team Managers and Leaders now have the tools to assign work to all staff depending on their role and skills. They are also in a position to review the planned performance and the assigned work outcomes. The Assistant Directors now have a view of the team size balance and productivity. They are now able to challenge variances thanks to these tools as the process is based on facts.

The programme has also enabled the organisation to save £195,270.45 (£1,503,696.32 annually), until week 14/16 of the programme (proposed savings to be made at this point were £85,000). The project paid for itself before the completion. The results were achieved thanks to maximising the use of staff within the existing budget and reducing the agency and overtime spend. The overall productivity of staff has increased by 8% where Face to Face time increased from 50% to 60%.

Working with the team was a pleasant experience. It was very helpful to use the expertise of someone from outside of the organisation, with a fresh view at our ways of working. I would recommend Meridian to other organisations to carry out process and efficiency improvement programmes, but more importantly to actually deliver true realised savings.

Yours sincerely

A handwritten signature in black ink, appearing to read "Jane Hentley".

**Jane Hentley**  
**Executive Clinical & Operations Director**