

# Social Care Insight

Matrix SCM have recently supported a number of clients with a smarter solution to assist with high demands within fast paced environments in Children's and Adult Social Care settings. One of the methods adopted is looking at the need and assessing the required outcome and how this can be achieved in the most effective and efficient manner.

During the pandemic Halton BC approached Matrix as they required a complete Duty Assessment Team (consisting of 1x Team Manager, 1x Assistant Team Manager and 8x Experienced Social Workers) to manage a high demand of caseloads. The team was to be self-contained and fully operational for the time required and Halton needed assurance that the provider would be in a position to manage this and fill any replacements or shortages if required. Due to the nature of the team and the responsibilities and accountability the team would have it was agreed that one sole provider would be the most effective approach. Halton's initial approach was to release this requirement via an external procurement platform however Matrix SCM were confident that we could fulfil the requirement within the limited timescales provided. Matrix held conference calls with a handful of key specialist Social Care suppliers whereby the scope of the project was delivered and deadlines provided.

The objective of the recruitment process was that Halton BC would only interview and appoint the Team Manager and from here the appointed Team Manager would have sole responsibility with support to recruit into the remaining 7 open posts to complete the team under the 1 successful supplier. Matrix SCM assisted the suppliers and compiled a list of potential C.V's including evidence that each supplier had the capacity to fill the entire team. Halton reviewed the prospective CVs and Matrix SCM helped in facilitating any interviews. Once the Team Manager was appointed Matrix SCM helped in raising the required orders and managed the recruitment for the rest of the team. The team were deployed within the expected timescales and have successfully completed the project to a high standard. Not only has Matrix been able to offer a streamlined effective alternative solution but by doing so this has saved Halton BC additional cost and resource by avoiding the need to conduct a procurement exercise.



## Quote

*"Initially consideration was given to outsourcing to procurement for a Protect Team – Duty and Assessment, however, through discussions, Matrix were confident they would be able to meet the needs of the request/ requirement. With the support from Matrix, appropriate highly skilled and experienced workers were identified and put forward for the positions; interviewed and appointed. The team is now fully operational with positive feedback received from workers, agencies and families. There was an extremely tight timescale for the team to be in place and operational and this deadline was met."*

— Divisional Manager

