

17th January 2017

To whom it may concern

Marilyn Smyth – Making A Difference

Senior Officers in Local Government are often faced with a common dilemma. They know that HR needs to be engaged but the complexity and different nature of each issue coupled with the need to have a detailed knowledge of legislation supported by corporate policy creates a process driven nightmare.

The solution for Brentwood Borough Council to the problem above was to utilise the services of Marilyn Smyth.

Since commencing her work with BBC, nearly two years ago, Marilyn has provided clear and practical advice on a large range and number of cases. Her sound and evidenced based investigations combined with a sensitive manner has allowed BBC to progress a number of items that would otherwise still be languishing in the to do box.

Not only have satisfactory outcomes been achieved we have saved money as a result of her prompt and accurate advice.

Marilyn is also highly aware of the budgetary pressures that Local Government is under and will always ensure you are aware of timings and associated costs before she proceeds with any piece of work. She totally understands the concept of Value for Money and will always go the extra mile to ensure customer satisfaction, with an end result that is matched with a spend profile that is reasonable and demonstrates the financial sensitivities we operate in.

I would thoroughly recommend her services.



Phil Ruck
Chief Executive