

## **Appendix 4 - Case Studies**

### **Case Study 1 - Redeployment of medical redeployee**

Employee A previously worked within Children's Services working as an Administrative Assistant and was referred to mpeople following an Occupational Health report stating they could no longer fulfill their substantive role. The employee had significant health conditions involving both upper and lower limbs, which were also impacting on the employee's general wellbeing.

The mpeople team worked closely with this employee providing support, advice and guidance and through ongoing conversations together with the employee, compiled a list of what the employee can do in order to better inform the types of roles they would be suitable for and an appropriate training and development plan to support their job search.

Through the coaching, support and encouragement provided by the mpeople team this employee was successful in securing a new, funded role that enabled them to move to a new field of work which helped them manage their health condition and remain in work. Feedback from the employee on the support they received throughout the mpeople process and beyond has been very positive.

### **Case Study 2 - Supporting employees with mental health conditions through mpeople**

Employee B was referred to the m people team as a medical mover as they were no longer able to fulfill their role as an adult social care Support Worker as the role was severely impacting their anxiety.

The employees anxiety had such an effect the employee had specific issues about becoming overwhelmed with larger groups of people but in addition felt very anxious about leaving their service and even the geographical area they were working in.

Whilst the first few engagements were difficult, through having very honest conversations with the employee about the types of roles available, whilst helping build their confidence through the development of their m people baseline which showcased all the skills they had, slowly the employee began to become less anxious about the process. The team helped the employee get support from Access to Work which reduced his anxiety about travelling across the City.

When a role was identified which was a good skills match but in a larger open plan office, the m people team worked with the service to be able to identify a "quiet space" for the employee should they start to feel overwhelmed.

The employee attended the interview and ended up being appointed to a role which was a grade higher than their substantive role. The employee has remained in the role for over 12 months and is really happy and settled.

### **Case Study 3 - Added Value**

#### Supporting the MEARS Group

Following a TUPE dispute during the re-tendering of the Manchester City Council public works contract, 13 staff previously employed by Manchester Working Limited were effectively left out of a job with no redundancy payment.

Although these staff were not Council employees, given the circumstances this group of individuals find themselves in, the Council provided the affected group with support led by the m people team to help them obtain a role elsewhere, including opportunities within the Council. Support provided included:

- Affected staff brought into an engagement meeting led by representatives from the m people team and the Work and Skills service and Reed recruitment agency
- The group were effectively “matched” based on their skills to roles available within the Council with a guaranteed interview
- Staff were provided with information on claiming benefits
- Reed signed any interested workers on the spot for temporary opportunities
- Every person was given an m people lead who would be their link over the coming weeks
- The mpeople team maintained regular contact with all of the workers to provide updates on activity and progress of any job matches, including support from a wellbeing perspective.

This targeted recruitment was very successful with all 13 workers securing new employment; 6 secured a role within the Council and 7 were successful in securing alternative employment via other employers.