

## **Appendix 1 Social Value Case Studies**

### **Case study 1 - Reablement recruitment Manchester Local Care Organisation, 2018**

Manchester City Council's Work and Skills team introduced the Manchester Growth Company to the Lead Reablement Manager within the MLCO to support a focused approach on recruitment of unemployed Manchester residents as part of a large scale recruitment exercise. The Manchester Growth Company delivers the Working Well programme in the city to support disabled people and people with long term health conditions into work along with Skills for Employment, just two of a number of social value delivery mechanisms featured within the MCC Social Value toolkit.

Paul Teale, Lead Reablement Manager described the support offered which has been run in parallel with standard recruitment methods such as greaterjobs. "We are currently interviewing Manchester residents for a number of reablement roles and have been running a pre-employment training course in Manchester to give each resident a better chance when applying for these roles.

The Manchester Growth Company has sourced candidates through job centres, the Manchester Employer Suite, which is a partnership between MCC and Jobcentre Plus, to match Manchester people to jobs in the city and other providers across the city to ensure that we have a good number of prospective candidates to put forward and that the opportunities are open to all.

The team has also been advertising our vacancies across Manchester by sharing them with a range of partners including local work clubs, colleges and training providers to move more Manchester people in to employment. We have held a number of jobs fairs and carried out a number of sessions on what the Reablement Support Worker role entails on a day to day basis to ensure that candidates are a good match for the vacancies."

Recruitment panels having been taking place over the past four months and further interviews have been set for the next few weeks. The number of applications received has been positive. Currently we have been able to offer 54 positions.

Lesley Coombes was referred to the Skills for Employment Programme in September 2017 by Jobcentre Plus as she was looking for care work but struggling to get through the application process. Lesley was very discouraged and felt that looking for a job had been very hard work and felt very down and unhappy about the whole situation. It was having a knock on effect with her finances and she really needed to find work as soon as possible.

Lesley was encouraged to join a Sector Based Work Academy for Care in the Community pre-employment course which she completed successfully. Lesley had been trying to find work herself whilst on programme and the results were disappointing even with all the right qualifications and skills sets for this sector. Lesley was directed to the Reablement worker roles and was successful at interview and started her new job in June 2018.

“After being unemployed for several years I was finding it quite difficult to even get an interview. My job centre referred me to Skills for Employment where I met a wonderful lady Rita Mobley who advised me and gave me options and told me about the opportunity with Manchester City Council as a Reablement Support Worker. I completed the application form and was offered an interview. Then to my amazement and delight they offered me a position. I am over the moon and my future looks so more positive. I would like to thank the Growth Company and must thank Rita for all her help and support and being there whenever through this journey. Thank you so much Rita you have made a real difference.” Lesley Coombes, Reablement worker.

Paul Teale, Reablement Lead Manager, Manchester Local Care Organisation commented on the social value approach put in place; “Working with the Manchester Growth Company has provided a great opportunity to get Manchester people who have been out of work for long periods into vacancies which we need good people for. The Manchester Growth Company has really supported us in providing pre-employment training programmes before new staff commence employment, so the individual gets a real understanding of what the role entails.”

## **Case study 2 – Training for managers of disabled staff**

As part of MHCC’s social value approach to improving recruitment, retention and progression levels for disabled people within the organisations which form the health and social care infrastructure in the city, MHCC has funded a training pilot for fifty managers in 2018. Managers from MHCC, wider Manchester City Council teams, MLCO, Manchester Foundation Trust and Greater Manchester Mental Health have been offered a place on the training which is delivered by two local disabled peoples’ training organisations, Breakthrough UK and Results CIC.

The training has been developed to support managers to develop the skills and confidence to in turn support disabled staff to thrive at work. The training includes group work, followed by one to one coaching to allow managers to;

- Learn about the rights framework for disabled people and the support available for disabled colleagues and their managers and employers.
- Be supported, including via coaching, to work out the best approach to being an effective confident manager generally – and of disabled staff.
- Receive a user-friendly toolkit to support you in your future work and development.

### **Content includes**

- The social model of disability: what, why and how?
- The power of language: normalizing discussion of disability at work and developing your own confidence in conversations about this.
- Duties and rights: a toolkit for finding your way around the statutory framework including ‘reasonable adjustments’ (support for disabled employees) and the Access to Work fund.
- It’s personal: experience and ownership of disability – your relationship with it.

- Mindset and the asset model of management: being aware of your strengths and how to develop them.
- Preparing for coaching: personal development tools.

Feedback from participants has been extremely positive. One manager commented that “The Disability and Inclusion training is one of the best (if not the best) training sessions I have ever been on. Very interesting and informative - it has really changed my perspective and practice in this area and I would highly recommend it to anyone, whether a manager or not.”

The intention is that following on from the training, participants will act as champions within their organisations, share their learning and continue to network with participants from other organisations to build a network of managers skilled in managing disabled staff. The intention is to roll out this approach under the framework of attainment of the Disability Confident Level 3 standard. This is a good example of how social value is being delivered by sharing resources and approaches across the health and social care system.