

**Shared Services Connected Limited (SSCL) is a leader in critical business support services for the largest Government departments and agencies, the Ministry of Defence, Police and CITB across the UK.**

We transform services through digital solutions and innovation, including end to end Finance and Accounting, HR and Payroll, Procurement, Pensions Administration and Resourcing Services - enhancing the customer experience, enabling smarter public services.

We employ around 3,000 people who, with their in-depth client knowledge and collaborative approach, sit at the heart of our business strategy. SSCL operates at size and scale across the UK public sector and has already delivered savings of just under £750 million - providing more funds for front line public services.

# HR Case Management: Helping you to Manage Complex People Challenges

**Organisations are nothing without their people. But the world isn't always perfect, and there's always the need to manage people issues alongside changing business demands. It can sometimes be difficult for managers to navigate this path, and that's where HR Case Management comes in.**

## The Challenge

Managing people well is critical to an organisation's success. However the world of people management is constantly changing, with employee expectations and needs evolving as the world moves around them. This can be challenging for organisations, and busy supervisors juggling frontline operations and managing teams.

People management should never be taken lightly. The way you support your employees can have an enormous impact, not just for the individual, but also for your organisation and the outcomes you're able to deliver. Research suggests that sickness absence and 'presenteeism' costs the UK economy over £90 billion a year. In short, it pays to manage your people well. Organisations need to consider how they best manage their workforce, and how they enable leaders and managers to look after their teams well. Hot topics always include absence, probation, performance, and

grievances; but there's ever more focus on things like maintaining connection in a world of hybrid-working, workplace adjustments to enable people to be at their best, and employee wellbeing. New challenges need to be considered as the world of work changes.

Business focussed HR advice, relevant and specific to both today's working environment and the customer's operation, is essential to supporting line managers, and critical to getting the best out of your people.





### **The Solution**

Our HR Case Management Service supports managers to get the best out of their people, enabling them to contribute fully whilst looking after their wellbeing and health.

We have an experienced team of specialist HR Case Managers, who work with both individual line managers and leadership teams to navigate and manage complex people challenges, seeking the best outcome for the organisation and the individual. We coach, we encourage reflection and good decision making, and we build manager capability and confidence along the way.

This service is supported by technology, providing powerful case-tracking, nudging managers to take action, and also building digital case files so that everything is at your fingertips should you need to refer back to this in the future. Comprehensive management information enables insight into areas of potential risk, allowing both strategic and tactical interventions to be designed and delivered, mitigating organisational consequences.

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### **Policy Compliance**

To help managers get things right and take actions in line with your policies, we build your rules into our technology to give line managers a helpful nudge when it's time for review, time for action or we think a manager might benefit from some guidance being pushed to them.

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### **Being Both Proactive and Reactive**

Where rules can be defined, we use data from your existing HR system(s) to identify where 'trigger points' have been breached – for example, an individual has been absent beyond a certain number of days in the last 12 months, or an individual has been working under limited duties for longer than expected. When this happens, we use automation to prompt the manager to review and take action, and can then track what happens next. If no response is received after a period, we automatically escalate to more senior managers so that we can ensure the individual is given the required attention.

As people, we can sometimes be more complicated than that, so we don't simply rely on rule-based thresholds. Where a manager thinks or knows they have a people matter to manage, they can request our support at any time – the earlier the better, so bubbling problems can be nipped in





the bud early. We work with our customers to identify the best way to integrate access to our HR Case Management service into existing systems / portals, meaning one shop window for HR support to your business.

#### **Deadlines Managed**

Comprehensive case tracking means we can easily monitor what's happening in each case, report and measure progress, and analyse activity organisation wide. Technology allows us to manage high volumes of HR cases efficiently and effectively, tightening the end-to-end process and reaching resolution as swiftly as possible. This ensures the impact on the business operation is minimised, individuals are able to contribute fully and more readily give of their best, and the wellbeing of both the individual and their wider team members is supported.

#### **Results and Benefits**

Our HR Case Management service sees your managers supported with professional HR thought and advice. With our support, their confidence and capability grows, alongside assurance for you that the best people decisions are being made. What's more, we also help make sure decisions and actions plans are implemented effectively.

Doing this well means that your employees will be more able to give of their best, with both the organisation and your people being better protected. The service minimises the risk of litigation, and where the most complex situations arise, mitigates the impact on your operation and your people.

What's more, your people will be more able to focus on delivering your business outcomes and you'll probably see positive impacts on attendance and retention. All great things for your business, for your people, and for your operating costs.



For further information, please get in touch:  
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Find out more about SSCL

