



Case Study

Background

SIFA Fireside are a charity based in Birmingham that support homeless adults to find long term, sustainable routes out of homelessness. A mixture of paid employees and volunteers are part of the team. SIFA hire people with known addiction issues as they can better support many of those utilizing SIFA's services by directly relating to their experiences.



**Staff
wellbeing**



**Mental
health**



**Inclusive talent
management**

Project

Supporting the wellbeing and mental health of their employees is a priority, particularly with the additional demand for their services and pressure created by Covid-19. SIFA offer support to their staff such as counselling, however the process of putting it in place was time consuming and they were concerned at the low number of requests. SIFA wanted to enable employees to record details of their circumstances that might impact their ability to work at their best in a consistent and straightforward way.

ClearTalents is an **online toolkit that automates and improves the process of identifying people's reasonable adjustment needs** by

giving users the opportunity to build a profile of themselves. A report is generated that summarises the profile and the adjustments that would help based on the information submitted.

It's easy to use and makes sure people are given the chance to perform at their best. By enabling employers to make small changes to the way in which they manage talent, both parties realise the benefits.

Impact

SIFA Fireside started using ClearTalents in December 2020. Following the initial launch they soon began to see positive take up and use of the toolkit with the following results.



Reduction in staff turnover

Employees can now ensure their wellbeing needs are being met and so are retaining staff for longer, reducing their recruitment and training costs.



Peace of mind

It provides an end to end workplace adjustment process. The automated reminders ensure cases progress in a timely manner and provides peace of mind that everyone is being supported.



Sickness absence

Although the types of adjustments requested changed during Covid-19, ClearTalents provided SIFA with the visibility and the ability to respond appropriately ensuring sickness absence remained low despite Covid-19.



Culture

Previously no one had accessed counsellor support, however several employees now engage with counsellors. By formalising the process line managers are clearer on their role and the process and so actively offer solutions that they wouldn't have before.

Carly Jones, CEO of SIFA Fireside commented:

"ClearTalents has given us the ability to understand and quickly respond to the different circumstances of each member of staff. We are proud to have been able to support our team's wellbeing needs throughout the pandemic and ClearTalents has been integral to our ability to make informed decisions in the best interest of each person."

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