

Thoughtful and personal solutions to managing redundancy



Blue Arrow Managed Services thoughtful and thorough approach to managing redundancy gives each and every individual the skills and confidence to look forward to a brighter and successful future.

In a globally competitive business climate, redundancy and job change is an unfortunate but common occurrence. There is no doubt that this change can be particularly difficult and stressful for all those involved.

Redundancy is one of the most traumatic events an employee may experience and has an effect on motivation, morale and effectiveness across the entire company.

As an employer the effects of managing redundancy poorly can be far reaching. The potential for bad publicity can have a negative impact on corporate branding and there is the risk of legal proceedings or adverse industrial action.

Our successes

Blue Arrow Managed Services have experience of working for clients developing a bespoke outplacement service and managing it on-site on their behalf. Turn over to find out how we successfully helped:

- ▲ 550 staff complete outplacement to a 100% satisfaction rating at Centrica
- ▲ Over 650 redundant staff from a leading telecommunications company in a difficult labour market

we work for you

Managed Services

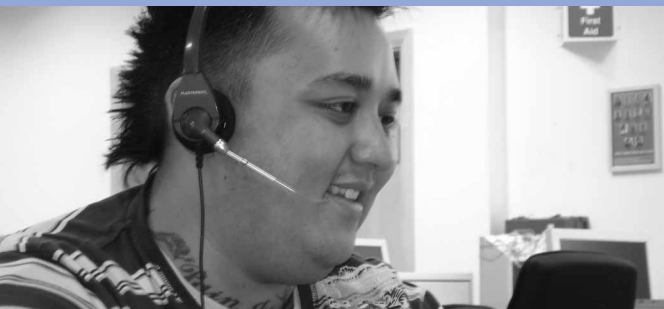
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550 staff completed outplacement to a 100% satisfaction rating at Centrica

As part of a major business re-structure a provision was made for Blue Arrow Managed Services to provide an outplacement service for the permanent agency workforce over a phased nine month period. The key was to keep the workforce motivated during this challenging time.

The outplacement service involved developing with Centrica a solution to communicate the redundancies and assist all affected staff to find alternative employment. This included the development of a four module training package for each individual, the production of an in-depth job seekers file, establishing on-site job clubs and personal one-to-one sessions with each employee on a regular basis.

The feedback from Centrica and the employees was fantastic with lots of excellent testimonials and success stories.



“ I would like to thank everyone at Blue Arrow Managed Services for the support and training given to me. Without this I would not have had the confidence or ideas to take with me to my interviews, from preparing my CV to the interview itself. Without your help I would still be without a job! ”

Andy Wozny
Customer Billing Agent
Centrica

Our key results were:

- ^ Around 550 staff affected by redundancy completed the outplacement programme and found alternative employment
- ^ 100% satisfaction levels from survey results with the affected staff
- ^ Delivered outplacement over a phased nine month project whilst maintaining a highly motivated workforce

The key benefits to Centrica are:

- ^ The support and training offered to the contingent workforce continued to motivate them through the period of transition
- ^ Agency provision of outplacement mirrored the outplacement services for Centrica staff ensuring consistency of delivery

Over 650 redundant staff helped in a difficult labour market

When a leading telecommunications company announced total closure of several sites in the United Kingdom it presented a double challenge. The first was to keep the staff who worked for directory enquiries and 999 emergency services motivated to maintain high levels of customer response and service. The second was to find employment and training opportunities for hundreds of staff in typically difficult local employment markets such as Truro, Dorchester and Hastings.

We maintained high levels of morale and motivation amongst staff by holding regular meetings, one-to-one sessions and developing with the staff a series of workshops including writing a curriculum vitae, completing an application form, interview techniques and role play exercises.

We also contacted local employers and colleges to develop a planned approach to finding employment or training opportunities for the staff that were being made redundant.

Our key results were:

- ▲ Around 650 individuals were given support and access to the market place in a difficult local job markets typically with high unemployment and limited opportunity
- ▲ Each employee was given the opportunity to decide on the best course of action for them, be it employment, training or taking time off to enjoy the redundancy package
- ▲ Engagement with local employers to provide access to a ready made, trained and accredited workforce

The key benefits were:

- ▲ The affected staff continued to deliver excellent customer service throughout the transition period
- ▲ The timetable to close the call centres was achieved to plan

“ Blue Arrow Managed Services have proven themselves committed to offering the best possible opportunities for the redundant workers. They have worked tirelessly to provide training and information, but more importantly shown care and empathy at every turn, approaching a very negative situation in a proactive manner which has both motivated and uplifted the workers. ”

Steve Longdon
Contact Centre Manager



A name you can trust

Blue Arrow Managed Services deliver strategic and effective end-to-end large volume recruitment and workforce management solutions from your place of work. We work in partnership with clients including Airbus, BMW, Capita, Centrica and Toyota.

We are a division of Blue Arrow UK, which was founded almost 50 years ago and is today one of the largest recruitment agencies in the United Kingdom. We are long standing members of the Recruitment and Employment Confederation and have achieved Investors in People and ISO 9001:2000 accreditation.

Our services include:

- ▲ On-site managed services
- ▲ Master vendor solutions
- ▲ Permanent recruitment
- ▲ Recruitment process outsourcing
- ▲ Outplacement and redundancy management
- ▲ Consultancy

We can support these with:

- ▲ TUPE transfer of all or part of a workforce
- ▲ HR management of staff
- ▲ Supplier change management
- ▲ Recruitment agency rationalisation
- ▲ Standardised agency margins and service
- ▲ High volume bespoke recruitment and selection campaigns
- ▲ Sickness absence reduction
- ▲ Candidate retention techniques
- ▲ Employment risk mitigation
- ▲ Payroll and invoicing
- ▲ Transparent open book pricing

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