

Scottish Water - Case Study

Overview

Scottish Water is Scotland's sole, publicly owned, water and wastewater company. For the last three years, they have worked with Microlink PC, to deliver and refine a fully case managed, end-to-end Workplace Adjustment Service (WPA) to support their approximately 4,500 employees.

Problem Definition

As a public body, Scottish Water is confronted with certain unique obligations and constraints. The organisation faces the significant scrutiny and budgetary pressures commonly faced by publicly owned companies.

Additionally, SW has colleagues working in various markedly different contexts, including contact-centre workers, lab technicians or water and wastewater site operatives. Any WPA process had to consider their large diversity of demands and to effectively and efficiently deliver a wide array of solutions to meet them.

Approach

In April 2021, Scottish Water's dedicated WPA team, led by Maggie Burns, People Consultant, Wellbeing & Inclusion, teamed up with Microlink's experienced Account Managers to implement a more streamlined and cost-effective process, with a more transparent WPA journey for colleagues and their managers.

In the newly defined WPA process, Scottish Water's WPA team coordinate with experts Microlink to carry out assessments, delivery, installation and training for any recommended adjustments. This is complemented by regular communication from dedicated case managers, who make the experience clear and easy for both colleagues and their managers.

A unique web shop allows Scottish Water's WPA team to work from a bespoke catalogue of Microlink's wide range of products and services, designed to meet the likeliest needs of Scottish Water employees. This allows products and services to be delivered especially quickly when there is no need for an in-depth assessment, saving critical time and money.

The partnership between Scottish Water and Microlink is underpinned by regular, open communication. Collaborating with regular bi-weekly account management and monthly Management Information calls ensures a mutual understanding of any developing needs or challenges, be they budgetary or technical, broad or precise.

Impact

The reworked service's improvements to employee experience were evidenced by an upsurge in positive feedback collected via employee and line leader surveys conducted by both Microlink and Scottish Water.

The work Scottish Water have done to raise awareness and understanding of WPA, including the cost-effectiveness and value of an effectively managed service, now sets a benchmark within the public sector.

Looking Ahead

Scottish Water, with partners Microlink, remain committed to delivering a best-in-class WPA service for their colleagues.

They continue to make great strides developing internal awareness of neurodivergence, which has been a major recent focus. As part of this effort, they recently delivered co-coaching for some Modern Apprentices and their management structures. Scottish Water's Neurodiversity Network continues to develop, with a closed network for parents and guardians of children with additional special needs and neurodivergent children.

Over the last 12 months alone, uptake of WPA in support of neurodivergence increased from 12.5% to 31%.

Scottish water are active members of BDF and a loud voice in boosting disability initiatives and celebration days. Rightfully, Scottish Water's efforts have been recognised with awards and there are surely more to come!

Discover how Microlink can support your organisation on its journey towards disability inclusion. [Contact Microlink](#)