



Transforming People Management: How Young Epilepsy Achieved a 100% Boost in Engagement with People First

Headline achievements



Workforce

570 employees managed seamlessly across complex service provisions



Engagement

A 100% improvement in employee engagement across the organisation



Efficiency

Zero payroll queries at Go Live, marking a flawless system transition

About the customer

Young Epilepsy is a pioneering charity dedicated to supporting young people living with epilepsy and their families. They drive change through health initiatives, dedicated research, and relentless campaigning for the rights of young people.

The charity also operates St Piers, a special residential school and college in Lingfield, providing vital education for around 200 young people with epilepsy and other neurological conditions. To deliver this essential support, Young Epilepsy employs a dedicated workforce of 570 people. Their operational structure is complex, integrating service-led directorates across health, research, youth support, and education, all whilst managing multiple contract arrangements, including National Teachers and NHS Terms and Conditions.

The challenge

Before adopting People First, Young Epilepsy managed their HR and payroll using iTrent. Whilst it provided basic employee self-service, it lacked the modern functionality required to truly empower their workforce.

Managers had no self-service capabilities. Consequently, the HR and payroll teams were bogged down by manual paper forms, tasked with updating all staff information, tracking absences, and processing overtime and expenses. The configuration required for more advanced tasks often felt overly complex and time-consuming.

Most pressingly, the legacy setup suffered from a severe lack of business engagement. Employees simply did not interact with the platform, making it incredibly difficult to implement additional functions or drive efficiency. The charity needed a modern, intuitive solution that would drastically improve engagement and free up HR resources, all whilst navigating the financial and staffing pressures inherent in the charity sector.

The solution

Already familiar with MHR's robust capabilities, Young Epilepsy recognised that upgrading to People First was the smartest, most future-proof decision. No other provider offered the advanced functionality and intuitive design they required to transform their internal culture.

The transition from iTrent to People First was remarkably smooth. Driven by a dedicated MHR Project Lead, the implementation was managed with clear communication, excellent workshops, and perfectly managed expectations. Moving to a new HR and payroll system is traditionally a daunting prospect, yet Young Epilepsy described the entire process as completely stress-free.

To drive adoption, the charity relied on minimal but timely communication. Because the People First interface is so naturally intuitive, staff only needed a basic guide to find their way around.

The results

Since the rollout, Young Epilepsy has experienced transformative benefits across the board:

- The business achieved its goal of a 100% improvement in employee engagement.
- Staff now take ownership of their personal data, keeping it accurate and up to date without HR intervention.
- Staff management now lives on one unified system, ensuring absolute data integrity.
- Managers are empowered by intuitive navigation and clear data insights, allowing them to manage their teams effectively and efficiently.
- **Zero** payroll queries on Go Live.

" The system is very user-friendly and makes it easy to navigate employee profiles, which is incredibly helpful when we need to access information quickly. I also appreciate the simplicity of the absence tracking feature. It's clear and efficient. "



Ready to transform your people management?

Discover how MHR can help you streamline your HR and payroll processes, empower your managers, and boost employee engagement.

Contact us today to book a tailored demonstration of People First.

Let's talk >