



[South Staffordshire Council](#) worker recognised for outstanding contribution to local community in a bid to provide support through Covid-19

Michelle Kettles, Welfare and Benefit Team Manager at [South Staffordshire Council](#), has been recognised for her outstanding contribution to the community as part of West Midlands Employers (WME) #EverydayHeroes campaign.*

Michelle started working for the public sector, first at the Department for Work and Pensions when she was 17, then moved to work at the Council afterwards. She said, "I'm delighted to have been chosen to be part of the #EverydayHeroes campaign. It's been a challenging few weeks but fantastic to know what we are doing is making a difference - so many people are really struggling with lockdown, whether that be getting food, with mental health issues or something else. My team and the other community groups we are working with are doing a fantastic job to support them."

Over the last few weeks, Michelle and her team have seen an increase in calls from residents who are finding it difficult to cope with the lockdown and the impact of isolation and loneliness on people's mental health at this tough time. The helpline is there to provide support seven days a week.

Rebecca Davis, Chief Executive of West Midlands Employers, said, "It's fantastic to hear about the work Michelle and her team have been doing to support the community. It is a great example of how community groups have joined forces quickly and worked together to provide vital support to the community."

Councillor Brian Edwards MBE, Leader of South Staffordshire Council, said, "In response to the coronavirus pandemic, the Council set up the Covid-19 community helpline and it is continuing to provide an essential service for some of our most vulnerable residents. Michelle personifies our Council's core values in every way and I'm proud that all of our teams are going above and beyond to keep council services running, although sometimes delivered in a slightly different way. It's been a challenging time for everyone but we need to

take care of each other and the community helpline is really helping, thanks to people like Michelle and the many volunteers and community groups throughout the district.”

[You can read more about Michelle and her work at the council here.](#)

*Local authority improvement body WME, owned by [33 councils](#) across the West Midlands, launched the campaign this month to recognise #EverydayHeroes - council workers who are working around the clock to keep essential services running and keep us safe through the coronavirus crisis.

Anyone can nominate one or more local council heroes [here](#). West Midlands Employers will review nominations in partnership with the relevant council and we will share their stories via <https://wmheroes.co.uk/meet-your-heroes/>.

Ends

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Notes to editors – About West Midlands Employers

West Midland Employers (WME) is one of 9 independent regional employer organisations nationally.

WME is a not for profit membership organisation owned by the 33 West Midlands local authorities. We are led by an Elected Member Management Board representing the membership body with a Chief Executive leading the organisation. Chief Executive Rebecca Davis is available through media interviews through the contact details above.

WME’s vision is **“to advocate, build and champion people centred organisations for a resilient and diverse public sector workforce that benefits everyone in the West Midlands”**. WME launched their new Strategic Plan 2020 -25 earlier this year <https://bit.ly/3aYsvHF> <http://www.wmemployers.org.uk/ourwork>

WME is playing a pivotal role in the Local Government response to the Covid-19 crisis and is providing daily support through their Covid-19 site (<https://wmeCovid19.org.uk/>), including provision of advice, innovative webinars, recruitment and resourcing and weekly bulletins [Pulse Extra bulletin](#)

WME also work in partnership with public and private sector organisations to design and deliver services on behalf of the 33 Councils in the Region, which span the employee lifecycle including: candidate attraction, recruitment, talent management, training and development, executive coaching and mentoring, leadership development, organisational design and restructuring, job evaluation, investigations, mediation and exit plans.