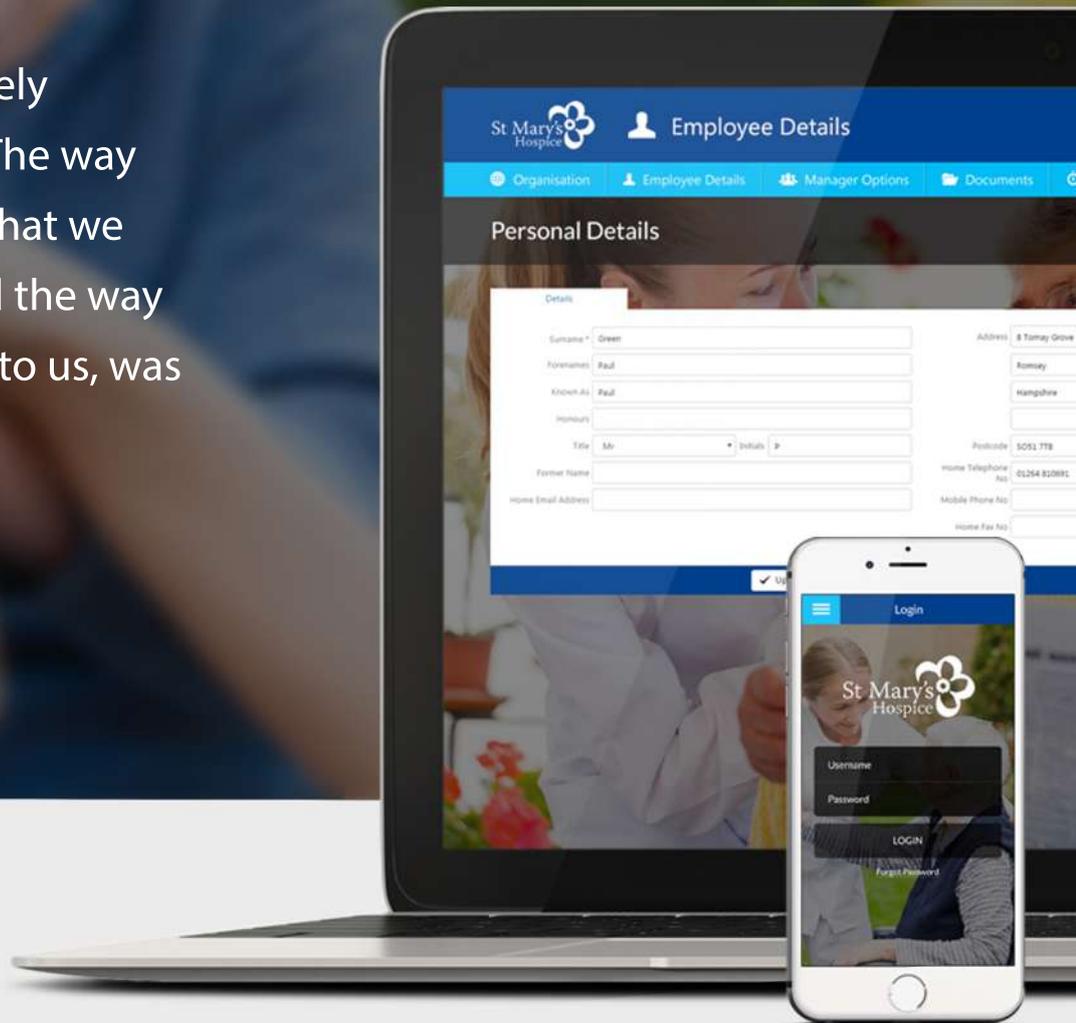


# CIPHR

ALL ABOUT PEOPLE

## CUSTOMER SUCCESS STORY

“ We would definitely recommend CIPHR. The way CIPHR understood what we were looking for, and the way that it was delivered to us, was fantastic. ”



### ABOUT ST MARY'S HOSPICE

St Mary's Hospice provides specialised supportive and palliative care for people with life limiting conditions throughout South Cumbria. Prior to implementing CIPHR they did everything manually keeping all records on spreadsheets and outsourcing their payroll to an outsourced bureau.

- 9 Bed hospice
- 120 employees, with many part-time workers
- 150 volunteers
- 7 shops, 1 on site and 6 in the Furness peninsula

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## WHAT DID THE HOSPICE OF ST MARY OF FURNESS WANT FROM AN HR SYSTEM

- Automation of time-consuming administration tasks
- Reduction in paper usage and spreadsheets
- Management information reporting
- Ability to provide information on diversity and equality for the Care Quality Commission
- Transparent dashboards giving information to their HR committee
- Employee self-service functionality
- Effective payroll management
- Efficient absence management and reporting

## SUZI LAKE, HEAD OF FINANCE AND ADMIN AT ST MARY'S OF FURNESS, COMMENTS:

"Before we had CIPHR we did everything manually. We kept all of our HR records on spreadsheets and we didn't process our payroll in-house, it was done by an outsourced bureau. We had a lot of different spreadsheets with various levels of information that we were constantly trying to keep in check – it was a very laborious and unreliable process. We wanted to try and streamline the information that we held on people so that we only had data in one place to keep up to date."

## DIVERSE WORKING PATTERNS

With large numbers of part-time employees, along with 350 volunteers, the new HR system needed to support flexible and configurable work patterns to fit with the diversity of our employees' working hours. The HR team wanted to begin using a new HR system as soon as it went live, so the working patterns functionality needed to be ready to use.

"We have an awful lot of staff that work variable shift patterns so their working hours differ from one week to the next. We were struggling to find an HR system that didn't expect a certain working pattern from staff, whether it be three days on and two days off, it would expect the same pattern week in and week out.

With most of our clinical staff, one week is never the same as the next one, so we needed something that would recognise those flexible working patterns.

We had a look at a number of other HR systems but they struggled to accommodate the flexible patterns we needed without a lot of bespoke work – which we didn't want to do. We really wanted something that would give us an off the shelf solution to resolve our issues, which is one of the reasons we chose CIPHR."

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## IMPLEMENTING CIPHR SAAS

After choosing CIPHR as their HR provider the implementation process began. A dedicated CIPHR Project Manager worked with the HR team to ensure that their requirements were met.

"The implementation was great, it was a very smooth transition. The most important thing was the amount of time we took to spec out exactly what we wanted from the system up front. This meant that once we had entered all of our data into CIPHR, we were ready to go.

It was a very structured process and I really appreciated that as it meant from the date the data went in I was using the system live."

## TRAINING THE HR TEAM

One of CIPHR's expert trainers visited the Hospice of St Mary of Furness to teach the HR team how to use the system. This enabled the team to understand how to create meaningful reports and quickly begin creating them in the live system.

"All of our training was done on-site which was brilliant and really comprehensive. The trainer really got to grips with how we operate. On the Report Writer course we were able to create reports live in our own system with the trainers help, which was really beneficial. Doing something that was specific to us and on our "To Do" list, was really helpful."

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## EMPLOYEE SELF-SERVICE

One of the Hospice of St Mary of Furness's main goals was to eliminate their reliance on spreadsheets and to automate some of the time consuming administrative tasks that the HR team had been doing manually.

CIPHR's employee self-service functionality enables employees to request holidays, enter absence, view how much holiday they have remaining and enter their own personal details. All types of staff including clinical, housekeeping and kitchen staff can now update their information from anywhere using their computer, mobile phone, or tablet.

It also gave managers the ability to accept or reject holiday requests and view the Who's Off chart though CIPHR online.

"We very much liked that there was a self-service option so employees were able to log on and book their own Time off in lieu (TOIL), sick leave and holidays. People operate a lot on TOIL, particularly fundraising staff who attend events outside of normal working time, so having a really robust system that was able to record that was really important to us.

It used to be part of the HR team's job to record manual holiday forms via spreadsheets to keep a log of holidays. Now that can be done by the employee without HR having to touch it. We used to get a lot of queries from employees asking how much holiday they had left. Now they are able to go and look that up themselves which is great.

Previously, we had been recording absence on spreadsheets. Details of absences weren't always up to date and it was a manual process prone to error. Now with CIPHR, people can log their own self-certification sickness and HR have access to Bradford Factor Score reporting too. We can now keep a much closer eye on people's absence and we have much better control as an organisation which is saving us time and money.

We've absolutely had some good feedback from employees and managers. Everybody loves using the self-service functionality and being able to go and see their payslips online. Being able to do that from home is a great benefit and we've even had somebody book a holiday whilst on the beach! Managers like the ability to view the Who's Off chart and approving holidays online."

## AUTOMATING PAYROLL PROCESSES

Previously the payroll process at the Hospice of St Mary of Furness was carried out manually. Spreadsheets were created with the necessary information and a list of changes to contracts were made and sent off to their payroll bureau. This process was prone to user error so the HR team decided to go with CIPHR and its integration with PBS.

"Before CIPHR, we would send information off to our payroll bureau who would send back the checking and we would find things that they hadn't updated correctly. Following on from that, we would get payslips back from them which was a very long winded process. Now we process all of the staff changes and any amendments to contracts through CIPHR and we have a system that pulls out all of those changes and automatically passes them directly into our payroll software.

We now have the ability to stop and check that all of the information has transferred over correctly, so it's not a live update which gives us a chance to check that all of the information is accurate before it updates payroll.

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People like the fact that they can log on and see their payslips directly through the self-service functionality. It automatically creates our BACS files and our payroll journals which makes everything seamless and automated. The integration with PBS has cut down our payroll cycle from being around 5 days to being less than a day which has saved a lot of time and costs. There has been a big cultural change. We used to rely on spreadsheets and paper documents, now people can take ownership of their own data and they understand that they are responsible for keeping that information up to date.

The amount of time we've been able to save by getting really accurate information quickly has been incredible. We used to have issues with the payroll process in terms of people getting paid incorrectly and that has a massive knock-on effect to your workforce; now this information is right first time."

## **PROVIDING INFORMATION TO THE CARE QUALITY COMMISSION**

The HR team needed to provide information for questionnaires, reports and visits carried out by the Care Quality Commission using CIPHR's reporting functionality.

"Before CIPHR, we couldn't respond effectively to the CQC when they sent their regular pre-information requests. Trying to pull together the information that they wanted was a really laborious process so we wanted to make sure we had everything to hand and available at a click of a button.

We receive a questionnaire from the CQC which we have a limited time to respond to with the required information. This includes information on starters and leavers, diversity and equality.

On the latest CQC visit we were asked a lot about mandatory training. In response to this we were able to pull up people's training records on a quick report straight from CIPHR, which got a great response from the CQC inspector."

## **MI REPORTING AND TRANSPARENT DASHBOARDS**

CIPHR gave the Hospice of St Mary of Furness access to over 200 standard reports and the ability to create new reports based on their employee data.

"Recently we were asked to take a look at the age and service profiling our staff and provide information on this. Within 15 minutes the report was on the CEO's desk. It's really easy to use. Previously, we would have had to key that information into spreadsheets manually."

Providing accurate data to all areas of the business was a key goal for the Hospice. CIPHR gave the HR team access to clear, configurable dashboards, which could be used to present information to the business and HR committee.

"We have now been able to produce dashboards for our HR committee. The dashboards monitor sickness absence and the number of FTEs in post where we've got vacancies. From this, we now know what our recruitment and retention record looks like and have found specific areas that we need to work on in the future. Before, we would never have been in a position to provide a dashboard like that to the HR committee so it's fantastic."

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## DEDICATED SUPPORT TEAMS

“The support we have received has been great. Having a dedicated Project Manager ensured that we were on track with everything. Essentially the project ran on time because she kept everything running so smoothly. Our interaction with the CIPHR Service Desk has been absolutely great. We can log any queries we have online or call up for assistance. We’ve always had great service and the Desk’s response times are really fast.”

## RECEPTION OF CIPHR

“We would definitely recommend CIPHR. From an HR user’s perspective the system is very straightforward to use, it comes with a lot of reports that are prebuilt already, but it’s easy to get other information out via custom reporting if you want to. Everybody has found the self-service functionality really easy to use, which has been a big improvement for both managers and staff. The integration with PBS has worked seamlessly. I was expecting the project implementation to be an arduous process but it went so smoothly. The way CIPHR understood what we were looking for, and the way that it was delivered to us, was fantastic.”

Our employees have been positive about the rollout to the business – most people are really excited to use it and we’ve had a really good response. Our company documents are now available so that new starters can instantly go online and find them, along with a handbook that answers any questions they may have. It is really user-friendly for people.

“We’ve managed to save time on a lot of levels. Something as simple as creating people’s contracts using CIPHR, rather than manually producing them, has saved a lot of time.”

## FUTURE PLANS WITH CIPHR

The Hospice of St Mary of Furness has started to enable employees to book onto mandatory training courses via CIPHR to effectively track performance.

“We are now starting to get training courses that people can book on to via CIPHR. It gives us a good record of our mandatory training, confirming that everybody has attended the required courses.”

The Hospice also has a current project on trial to utilise performance development reviews (PDRs) with CIPHR. This functionality is planned to be rolled out in the next few months if successful. The Hospice are also planning to utilise the training, appraisals, objectives and reviews in the next 12 months.

“The other area that we are looking at utilising is performance development reviews. We want to record employees’ objectives and their progress towards them which will make sure objectives are in their minds’ a lot more. At the moment it is a paper-based process, so doing this through CIPHR will be a huge advantage and will save us the administrative task of filing all of the PDRs into personnel files. It also gives us a chance to report on how many people have had their PDR so we can ensure these

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