

# CIPHR

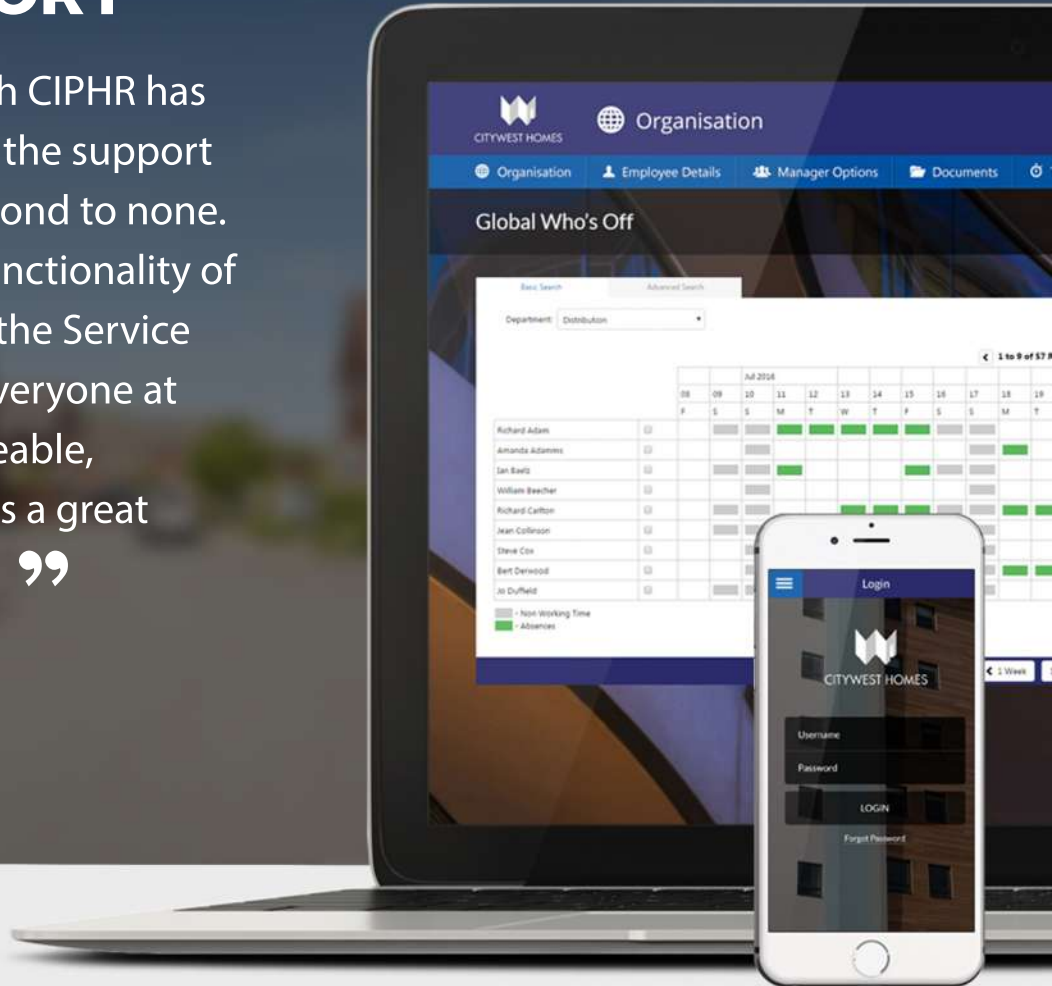
ALL ABOUT PEOPLE

## CUSTOMER SUCCESS STORY

“ Our experience with CIPHR has been very positive and the support we have received is second to none. From training on the functionality of the system through to the Service Desk, we have found everyone at CIPHR to be knowledgeable, friendly and helpful. It is a great company to work with. ”



CITYWEST HOMES



### ABOUT CITY WEST HOMES

CityWest Homes employs around 400 people and provides a range of services relating to 22,000 homes owned by Westminster Council. As well as property management services, CWH also has its own lettings agency and a property division that develops properties and new builds for people living in the area. CWH utilise the timesheets function in CIPHR to help bill projects properly and also use the paylink function so pay data does not need to be rekeyed.

- Employ around 400 people
- Provide services to 22,000 homes
- Lettings Agency & Property Division
- Build new properties

CONTACT US NOW:

01628 814 242

[info@ciphr.com](mailto:info@ciphr.com)



Microsoft Partner  
Gold Application Development

INVESTORS  
IN PEOPLE

## **CIPHR ACCOMMODATES THE HR AND BUSINESS NEEDS OF CITYWEST HOMES**

CityWest Homes employs around 400 people and provides a range of services relating to 22,000 homes owned by Westminster Council. As well as property management services, CWH also has its own lettings agency and a property division that develops properties and new builds for people living in the area.

When Jo Bowles, Director of HR and Corporate Communications, arrived at CWH in 2007 the organisation was using CIPHR as a portal for employees' information. Her aim was to evolve use of the software to gain as much value from its implementation as possible. The first step was to oversee the rollout of self-service functionality, which would become known as HR Net within the organisation. The key benefit of this action was to reduce the amount of paperwork handled by the HR team as employees took responsibility for recording their own personal details and absences.

Jo comments, "HR Net is the employee facing side of the system and it has been wonderful. When I first joined we had about 250 people and now we have around 400. That's a significant increase in staff numbers, but we have not had to increase our HR team to cope with the additional burden. The rollout of CIPHR's self-service functionality has meant that we are more efficient as a team and the system has taken up the slack."

## **MANAGING THE CAPITAL PROGRAMME USING CIPHR TIMESHEETS**

CIPHR Timesheets was implemented to help CWH to accurately report the time that people have spent on specific projects. It has been rolled out across the business, delivering far more than was anticipated.

Biyi Adegbola, Lead Finance Business Partner at CityWest Homes, looks after the finances involved in managing the Capital Programme on behalf of Westminster Council. As part of the programme, CWH manages a variety of properties on behalf of the Council, charging its time and expenses accordingly. Biyi comments, "It became apparent that we didn't have a system to accurately monitor and manage our time so that we could precisely recharge our activities to the Capital Programme. We were finding it hard to understand the detail behind our charges and we could not, therefore, explain them clearly to the Council. When I enquired whether the HR system had timesheets attached to it and I found out it did, I wanted to explore the possibilities further."

Until the finance team began to use the timesheet functionality of CIPHR they had difficulty itemising the labour costs that made up the final figure charged to the Capital Programme. With CIPHR in place the team is able to determine, of the total fee, how that is split into different activities. such as; How much of that is on site management of contracts, and How much is related to procuring contracts?

Biyi adds, "We now have the ability to better understand how we are spending our time and that has improved the dialogue that we are able to have with the Council about procuring contracts. Around 50 – 60% of our time is spent around that activity and we've tried to explain that this is due to the governance process involved in procuring any contract. Being able to have this dialogue has helped our relationship with the Council and shown us where we need to streamline our activities within the business."

**CONTACT US NOW:**

**01628 814 242**   [info@ciphr.com](mailto:info@ciphr.com)

## **MORE EFFICIENT PAYROLL**

CWH was working with a small payroll bureau in Milton Keynes for administration of its payroll process. The process was working, but was proving complex and involved, with forms to be created and filled out, pads with carbon copies and other paper-based processes. Once the payroll was completed any changes had to be input to the central CIPHR HR system. A move to a new payroll provider brought about other changes in the payroll process.

Alex Dellot, HR Manager, comments, "When we changed payroll provider we also started to use the Paylink in CIPHR. This made it so much easier because we were inputting the payroll data straight onto CIPHR and pulling it off via the Paylink to send to payroll. They would manipulate this and then run the payroll. This meant that we were saving time and maybe a day or two of data inputting each month. With the increase in staff numbers, this approach makes huge sense and it has the added bonus of saving paper. All in all, it has made things much quicker and cleaner for payroll."

## **A REWARDING PLACE TO WORK**

Clearly outlining the rewards packages enjoyed by staff is important to CWH and something the organisation had been struggling with for several years. Quite simply, the data it had been able to produce wasn't accurate enough to be used. A new approach was required, taking the data directly from the HR system so that it was accurate and timely.

Alex explains, "Before, we used a separate company that produced Total Rewards Statements and we had to take all of the information out of CIPHR, put it into a spreadsheet and then update it as things changed – which was constant. That wasn't working. So, at the end of 2014 we were introduced to CIPHR Total Rewards Statements. It is so easy because it is a live system that is constantly updated, so the information held is always fresh. A CIPHR consultant came in and set it up for us so that staff will instantly see their total package each time they log into the HR Net system. Now they can see the holiday, physical fitness, childcare vouchers and other benefits that make them realise this is a great place to work. With the charts and graphs we use it looks great too."

## **DRIVING IMPROVEMENTS IN HEALTH & SAFETY**

Access to all employee records gives Health & Safety Administrator, Nata Rashimaite Barnsdale, a wealth of information at her fingertips to drive improvements within her own department. As a team, health & safety delivers training to all employees and, once they have attended and passed relevant exams, their records are updated in HR Net. This means that any manager at any point is able to search the system to establish which employees have attended the required courses.

Nata explains, "Before CIPHR, every team used to keep their own records of employee training in various paper files or Excel spreadsheets. So, we didn't have an overall database to give us a view of all records at any one time. Now, every department can use HR Net to find the skills they require. As an administrator I find the system very useful because it takes just seconds to look things up. Some training needs to be repeated regularly and the system enables me to see whose training is overdue."

She adds, "We have started something called Project 0 whereby we aim to eradicate accidents at CityWest Homes through the delivery of health and safety training to all employees. The idea is that, if they know all there is to know about processes and systems (such as fire safety, site safety and new equipment that they are using) they are less likely to have accidents in the work

**CONTACT US NOW:**

**01628 814 242**   [info@ciphr.com](mailto:info@ciphr.com)

## DAILY USE OF CIPHR

For those using CIPHR daily there are many positives. As regular and constant users within the HR team, Sanika Thomas and Swati Bisht (both HR Advisors at CWH) have hands-on experience of the wealth of functionality available in the system.

Swati says, “We do a lot of monitoring and reporting within our team, looking at all kinds of absence, payroll issues and ensuring staff personal details are current. As the number of staff goes up this gets more difficult, so having CIPHR to help is priceless. We use CIPHR Notifications a lot to remind us and others in the company when certain activities are required and to prompt people to take action right up to the point that a process is completed. In HR we get to see what stage a process has reached at any time and this gives us confidence that all is as it should be or enables us to take action if it is required.”

Sanika adds, “Our experience to date with CIPHR has been very positive and the support we have received is second to none. From training on the functionality of the system through to the Service Desk, we have found everyone at CIPHR to be knowledgeable, friendly and helpful. It is a great company to work with.”

## CONCLUSION

CWH is keen to fully utilise the system in any way that it can. New developments introduced by CIPHR will be considered by the business moving forward, especially where there is a clear return on investment or where there are apparent savings to a division of the organisation. An example of this approach is CIPHR Mobile, which CWH plans to roll out in the near future. It will enable staff to book leave and look at personal data on the move. Jo explains, “One of the advantages of CIPHR Mobile is for people working out in our 14 estate offices. They will be better equipped to work remotely and maintain normal system access.”

She concludes, “I would recommend CIPHR to other organisations. I have worked with many other systems over the course of my career and they have proved quite complex and difficult to work with. CIPHR is very easy and intuitive. Being able to deliver meaningful HR information to the business is a key driver for us as a team and our reporting capabilities have evolved through the implementation of additional CIPHR functionality. Now, an HR dashboard for the business outlines levels of sickness absence, turnover of staff and gives details of ongoing equalities monitoring. We will continue to evolve HR Net - onboarding functionality is next on the list.”

**CONTACT US NOW:**

**01628 814 242**    [info@ciphr.com](mailto:info@ciphr.com)