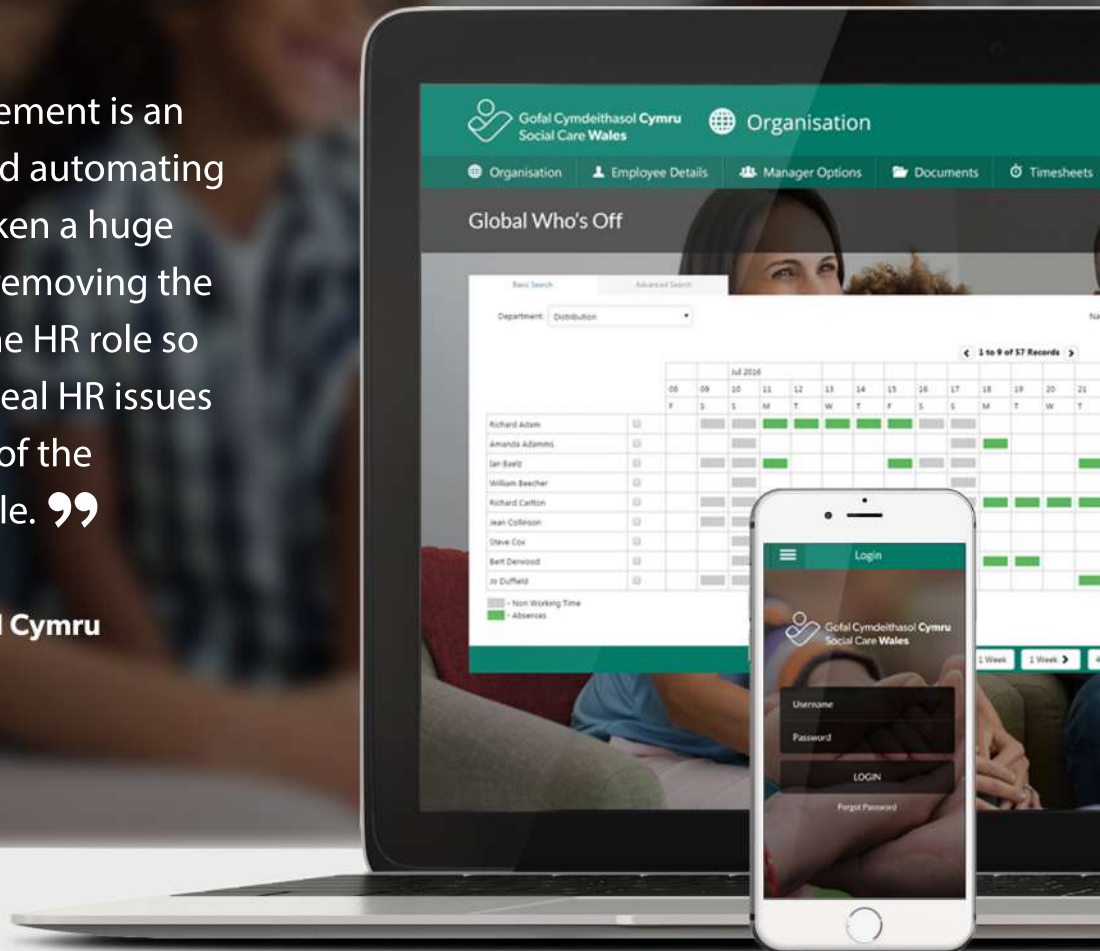
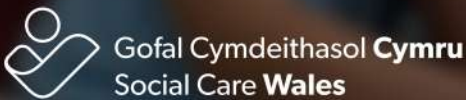


## CUSTOMER SUCCESS STORY

“ The self service element is an absolute God send and automating these activities has taken a huge strain from my team, removing the policing element of the HR role so that we can focus on real HR issues that shape the future of the organisation as a whole. ”



### ABOUT SOCIAL CARE WALES

Social Care Wales, formerly known as Care council for Wales, make a positive difference by working with people who use care and support and also work with a broad range of organisations. They work hard to make care and support work better, find out what works best and share it, and work with the individual and organisations to find the best way forward

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- Lead and support improvement in Wales by creating an environment of working together and developing new relationships across the Welsh public service
- Three priority areas in supporting service improvement: care and support at home; dementia; and children who are looked after.
- Offer information and resources to support recruitment, induction, continuing professional development and qualifications.



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## **SOCIAL CARE WALES RAPID GROWTH**

When Social Care Wales first started looking at CIPHR the organisation was in a period of relatively rapid growth and its entirely manual HR systems were struggling to keep pace. Admittedly, with staff numbering just 14 at the outset, a series of spreadsheets for personal details, starters and leavers, and sickness data, combined with colour coded cards holding annual leave and TOIL (Time Off In Lieu) data were sufficient. However, as numbers increased to 60 a new approach became necessary for immediate HR needs and to support continued organisational growth (currently nearing 90 staff).

Rhianon Rowland, HR Officer at Social Care Wales, comments, "It always seemed that all of our time in HR was taken up with administering annual leave. We'd send out sheets to managers and they'd be back the following day with amendments that had to be input to the spreadsheets. Although we didn't have many people to deal with at the start, it still felt like a lot of work to do the basics. Pulling off reports about anything was a major undertaking because everybody's details were held in one big sheet, so it was difficult to find real information from the data."

## **AUTOMATING PROCESSES**

The decision was taken to automate these processes and the search for a system began. The organisation looked at five suppliers and assessed their solutions against a huge specification that covered "absolutely everything" the HR team could wish for. As it satisfied most items on the Social Care Wales wish list, CIPHR was chosen and the implementation began. A number of Consultation Days proved very useful in helping to set up the system. As Rhianon says, "It was great to have someone with an HR background who could look at our processes and make useful suggestions as to what we might do. The consultant was able to highlight several areas where we could use the system which we hadn't really thought of. In that way he could steer us gently in the right direction."

The HR team undertook all data input to CIPHR and benefited hugely from the experience it gave them in navigating the system and familiarising themselves with the various screens and fields. Training at CIPHR's Marlow headquarters assisted in making the early phases of the implementation smooth and eased the transition from spreadsheets to CIPHR for the whole team.

Rhianon adds, "Doing the input ourselves was great because it allowed us to explore how the system works and I would recommend this approach to other new users. The system is incredibly intuitive for us in the HR team and for the staff who now use it to input their personal details and their annual leave. The self service element is an absolute God send and automating these activities has taken a huge strain from my team, removing the policing element of the HR role so that we can focus on real HR issues that shape the future of the organisation as a whole."

Unlimited training through the CIPHR Service Pack meant that system training was never an issue for Rhianon's team. New members could be trained as and when required and refresher training could be taken without considering the cost implications.

Improved reporting has been a key benefit for the HR team which now has confidence in the information it delivers regularly to the management team. Also, the addition of the Training module enables users to book out training courses themselves. This will be extended to encompass reviews in the near term.

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## INFORMATION IS VITAL

One of the most difficult parts of the HR function is keeping track of the various actions for different individuals, whether that be the end of a probation period or a scheduled salary review. All activities have specific timings and audit trails to be addressed. In 2009 Social Care Wales implemented CIPHR Notifications to automate its staff communications in a way that would save significant time for the HR department.

Rhianon comments, "I love CIPHR Notifications because it means that we don't have to sit and write a whole series of emails and send them individually. We built our own return to work form in CIPHR and set up a Notification so that when someone puts in a sickness absence without a return to work, a notification is issued. Before, we would have had to do this manually each time. We also use CIPHR Notifications for training and evaluating the training within the CIPHR system. We can keep track of who hasn't attended a course when they were supposed to and chase them for feedback. When we had to do this via a spreadsheet things got missed."

## MOVING TO SAAS

With a relatively small IT team taking care of the organisation's technology requirements, technical resources were incredibly stretched at Social Care Wales. Taking the burden of the HR system from the IT department was viewed as a positive move by the management team and, once the IT team became accustomed to the new approach, it recognised the advantages that a SaaS delivered HR system could provide.

As Rhianon adds, "Upgrades happen seamlessly and any issues are dealt with immediately by the CIPHR Service Desk who are very efficient. And, if certain elements of our systems here go down we can still access our HR data because it is hosted. So, from a business continuity perspective CIPHR+ is great. The IT team were uneasy with the whole SaaS approach to begin with but since CIPHR+ was implemented they have moved other systems into the cloud. They quite clearly see the benefits."

## LINKING TO PAYROLL

Social Care Wales outsources its payroll to RCT and had established a process whereby the HR department constructed a monthly letter informing the payroll provider of all changes that had occurred in the latest payroll period. Although this process was working it was prone to omissions and errors. The organisation took the decision to automate the payroll notifications using a Paylink directly to CIPHR. This enabled the payroll provider to receive regular updates directly from the CIPHR system, resulting in much greater accuracy.

## CONCLUSION

As a team, Social Care Wales' HR department is constantly looking for new ways to work, reducing the paper and administrative burden of its activities. A prime example is the business case for CIPHR Mobile. Through the Agile Working Project that is underway at Social Care Wales there is a strong case for allowing staff the flexibility to work from various locations as the organisation looks to reduce office space over time. Giving them access to CIPHR from mobile devices is likely to prove useful over the coming months.

Rhianon concludes, "Our HR team has very much moved from a policing role to being more strategic. Having CIPHR in place has taken away so much of the grind work, automating many processes and streamlining the way that we work as an organisation. The service we have received at every stage of our implementation has been excellent and the support of the CIPHR Service Desk has been skilful and patient. We are always looking for new ways to innovate with CIPHR and will continue to develop the system with their help."

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