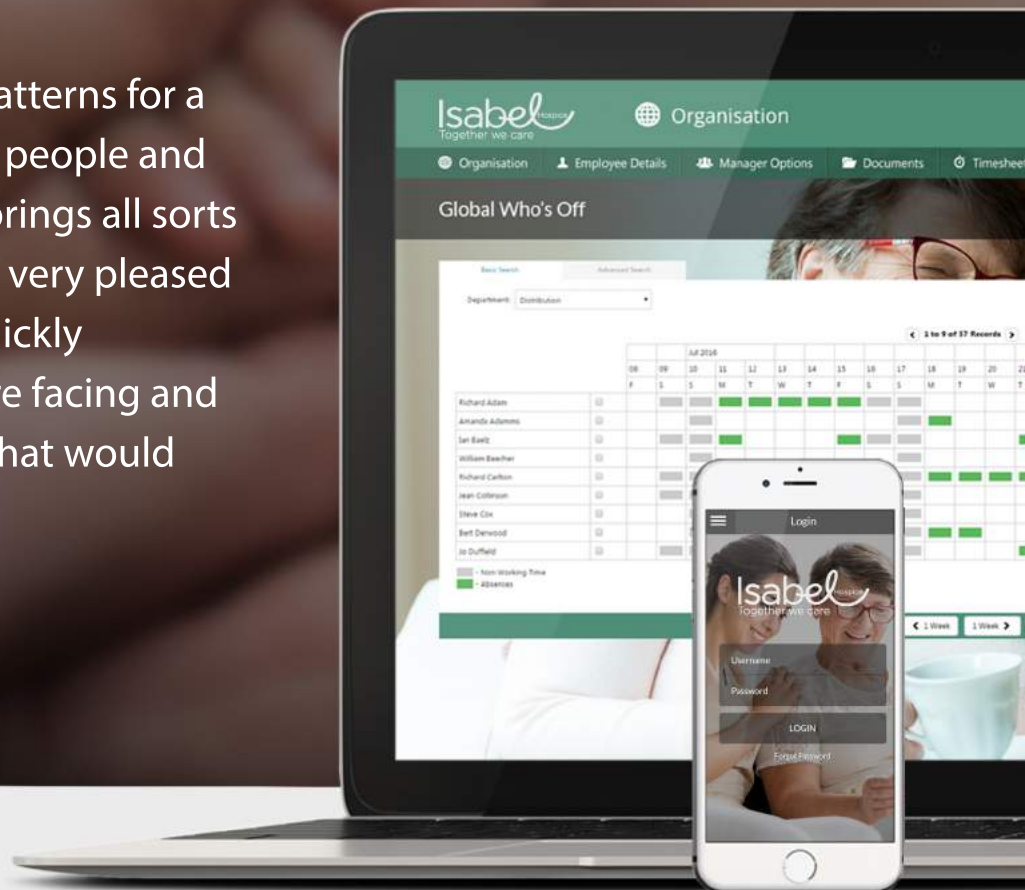# CIPHR
ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

❝ We have 120 work patterns for a workforce of around 200 people and 1,000 volunteers which brings all sorts of complexities. We were very pleased that CIPHR seemed to quickly understand what we were facing and came up with solutions that would work for us. **❞**

Isabel Hospice
Together we care

ABOUT ISABEL HOSPICE

Isabel Hospice was set up over 30 years ago by Isabel Last to provide local cancer care for local people. As a cancer sufferer herself, Isabel was concerned about the lack of local facilities and addressed this by starting a charity with a group of five volunteers based from her front room. Today, the Hospice has a turnover of £6 million and delivers palliative care to the residents of Eastern Hertfordshire where some 350,000 people live.

→ Work force of around 200 people

→ Operate a team of community nurse specialists

→ Raise around £4.5 million each year

→ Over 1000 volunteers

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SO MUCH MORE THAN JUST A HOSPICE

Isabel Hospice offers a range of services are broad, including an In-Patient Unit (IPU) located in Welwyn Garden City caring for up to 16 patients, a team of community nurse specialists deliver nursing care in the community and 3 day care units located across the area provide the opportunity for patients, carers and families to access both specialist services such as physiotherapy, occupational therapy and lymphedema treatment. A team of counsellors and social workers provide support to families both pre and post bereavement and the support of a chaplain is also available. In addition to this, some 1,000 volunteers help with all manner of activities from gardening and flower arranging, to sorting donations and office work.

The fundraising department is tasked with raising around £4.5 million each year to keep the services going and this is supported by a trading arm made up of a number of shops, lottery and an eBay operation providing valuable income streams. Finally, behind the scenes are business support departments bolstering the clinical and fundraising parts of the organisation. These include the IT department, facilities, finance, HR and volunteer services.

TIME FOR CHANGE IN HR

Such a variety of activities and personnel introduces its own set of challenges to the HR function which, to date, operated very much as a reactive personnel administration service rather than a structured human resources function. Change was required to increase the kind of services HR delivered enabling it to add real value to the organisation.

Sue Balcombe, Head of Human Resources at Isabel Hospice, comments, "We were very conscious that we had lots of data in lots of places and its accuracy was questionable. In discussion with the CEO we wanted to have HR as the owner of the data so that we could help the managers do their roles with accurate management information. That meant that accurate data in the right place had to be our starting point."

Working closely with the head of IT, the HR team looked at a number of providers. Important criteria included reliable track record, a demonstrable understanding of the complexities of the Hospice's business, as well as a sensitivity to the financial restrictions posed by the available budget.

Sue adds, "We have 120 work patterns for a workforce of around 200 people and 1,000 volunteers which brings all sorts of complexities. We were very pleased that CIPHR seemed to quickly understand what we were facing and came up with solutions that would work for us."

With spreadsheets and data all over the place as well as an unreliable system with limited functionality, the task facing Isabel Hospice was challenging. Having made the decision to implement CIPHR, work began on consolidating and moving the data.

Karen Brown, HR Advisor for Isabel Hospice, comments, "The whole configuration had to be thought through very carefully to make the system as bespoke for us as we needed it to be. Although it is very complex, due to our work patterns and the many different pay rates, we have been supported by CIPHR every step of the way until the configuration was perfect for us. "
Karen adds, "We took a SaaS approach after speaking with our head of IT and we agreed that it would be safer and make financial sense to go SaaS. This way we don't have to do any upgrades and CIPHR doesn't impact any of our other systems."

THE NEW APPROACH

The implementation of CIPHR gave Isabel Hospice the opportunity to look carefully and to review its processes rather than simply recreate them in a new system; it now enjoys very good functionality from its HR system. Reports are plentiful and data is managed in one repository at the push of a button. The Hospice staff are empowered to amend personal information and has all the associated documentation at hand through CIPHR. This takes the emphasis away from HR and frees up the team to do other more strategic tasks. It also provides an improved platform for managing the 1,000 volunteers by detailing who has specific skills and when they are available.

Karen comments, "User acceptance has been quick and positive. They seem to like owning some of their own documents and accessing their information as and when they need to. People don't come to HR for information as often now because they can book their own holidays and manage verifications through the system. It has embedded very well."

For managers, CIPHR Notifications provides relevant and timely information. They receive reminders of appraisals, starters, and people coming to the end of probation periods and they are prompted as to specific actions required at specific points in time. Also, reports are generated on a regular basis to account for TOIL hours and this means that managers are able to deal with their own staff more effectively through improved information visibility.

Moving forward, Isabel Hospice is interested in implementing CIPHR Total Reward Statements because it recognises the importance of staff understanding the real value of their remuneration package, showing all of the benefits of working for the organisation.

SERVICE AND SUPPORT

The Service Desk has been on call throughout the implementation and beyond. Karen says, "They are very knowledgeable and very responsive. Everything is tracked and logged and they come back to you quickly. We were fully supported all the way through the project by the project manager, the Service Desk and our account manager. The support from the Service Desk has been brilliant from the beginning."

To further support Isabel Hospice the organisation invested in a CIPHR Service Pack to deliver an agreed package of services which included unlimited CIPHR training. This was invaluable as it enabled the organisation to send all new staff on system training at no additional cost while others could be refreshed on system functionality as required.

CONCLUSION

Summing up the implementation, Sue comments, "The main benefit that we have found from having CIPHR has been accurate management information that is used at board level. We would have struggled to get any meaningful data before. Also, customer service has been superb. Our account manager was instrumental in getting resolution to any issues and I couldn't recommend my account manager enough."

In conclusion, Karen says, "I would definitely recommend CIPHR to other organisations. It provides great functionality."