

CLIENT East Kent Human Resources

PROJECT TITLE Employee Relations Case Management System

EK Human Resources is an innovative approach to the provision of effective, value for money HR services.

Workpro software was selected to improve the management of Employee Relations casework – reducing costs and improving service.



Developing a Workforce for the Future

East Kent Human Resources (EKHR) is a shared services HR team serving three councils and a housing ALMO. Established in 2010, it is an innovative response to the challenges faced by local authorities – how to be more efficient and reduce costs, while building the workforce needed to provide great services.

Supporting approximately 2000 employees across the organisations, there is always a range of issues to be handled by the specialist Employee Relations team from routine requests for information, applications for flexible working hours, to the pricklier topics of Grievance or Disciplinary casework.

Consistency, Compliance and Convenience

EKHR selected Workpro case management system to allow them to progress, monitor and report on HR related casework and store related documents.

Making life easier for users will pay dividends too. The Workpro system tracks workload, prioritising tasks and providing prompts and reminders. This enables ER specialists to multi-task across a number of cases safe in the knowledge that they are on the ball, working on what needs their attention now, with an overview of what's coming up next and when.

Workpro is used to send and receive all communications so that case related letters, e-mails and files are stored together. With appropriate access rights, staff can also take over colleagues' cases, providing ongoing service when a colleague is on leave.

Integration with Payroll

Prior to the implementation of their Workpro system, ER cases were being recorded in an older system, with no support for task or document management. Workpro now forms a comprehensive case management system, with greater integration enabling easier case access, processing and reporting.

Existing employee data is held in EKHR's payroll system. An automatic nightly import from this system into Workpro ensures case handlers have immediate access to up to date employee information, without the need for re-keying.

Security & Accessibility

Security is of course paramount and the Workpro system controls who has access to what within the system, depending on their authorisation settings.

Workpro is a browser-based system accessible from any web-enabled device, therefore, although the EKHR team is based at Dover District Council, when they visit any customer sites for face-to-face meetings, they can still securely access caseload and documentation.

24 Case Types Built In

In all, EKHR have 23 case types built in to their Workpro system, including a number of Health & Safety and Occupational Health categories. An additional "Work Item" case type provides a simple workflow that makes sure that routine matters are ticked off the list, and recorded as a statistic, without creating a full blown case.

CAS worked with EKHR users to map out case sub-categories, stages and possible outcomes to suit the business. Workpro is highly configurable and flexible and will be able to adapt to any future changes in policy or process.

Learning and Business Improvement

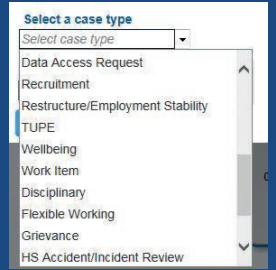
A key strength of Workpro is the degree of management information provided.

- Workpro stores all case data ready for ad hoc or scheduled reporting.
- Categorisation data is collected as part of the workflow.
- KPIs and targets are built in, e.g. case acknowledgment within defined time period.
- Standard reports are automatically generated.
- Trend and Root Cause Analysis enables EKHR to identify regularly occurring issues so that they can take action.

Workpro is developed by Computer Application Services (CAS) who have been offering "Computer Applications" since 1969.

The Edinburgh-based team serves government and corporate clients throughout the UK and overseas, including recent wins in Ontario and Bermuda, where targeted configurations of Workpro manage complaints, regulated casework and Employee Relations work loads.

Grievance



Grievance Sub-Types

Bullying
Harassment
Management behaviour
Multiple
Other

Grievance Stages

Informal
Formal investigation
Outcome meeting
Appeal

Grievance Outcomes

Grievance upheld
Grievance dismissed
Employee resignation
Informal resolution
No further manager contact

Each case type has its own sub-types, stages and outcomes. This example shows the Grievance case type.



"Workpro was deployed as part of a wider programme of service improvement and cost reduction. The team has embraced the solution as a key part of their professional toolset, providing better insights and control at individual, team and management levels."
Charlie Greenway - Project Manager,
EK Human Resources

Workpro clients include

