

# Customer case studies

## Impact Housing

Impact Housing is a charitable housing association providing high quality community investment, housing and support. It has over 3,000 properties across Cumbria, including student Halls of Residence in Carlisle and three elderly care schemes in South Lakes. Impact has a strong tradition of tenant and community support that dates back to 1975.

“SelectHR records and monitors a lot of the information that previously we had to do manually. Information is there at the touch of a button.”

Claire Mills  
HR Officer



Industry	Not-for-profit - housing association
Geographic	Cumbria
Employees	200
Turnover	£15m
Solution	SelectHR
Modules	Training Recruitment Appraisals Absence

### The challenge

For Impact Housing, the time was right to update its software. The existing HR system was underdeveloped, causing it to become more of an address book than an HR system.

Everything was paper-based, from training requests and appraisals to recruiting and holiday requests. Ensuring adequate staff cover in teams when authoring absence and notifying staff of their remaining holiday entitlement in a paper-based system was a struggle. Completing appraisals by the deadline of the 1st March was also a challenge for certain teams, and managers struggled to gain adequate pre-appraisal information from staff to prepare.

“As teams are often disbursed across the County, the appraisal paperwork

would be posted back and forth between sites to be completed and signed off before being sent back to HR,” says Claire Mills, HR Officer for Impact. “It took a lot of time, and occasionally, things would get lost in the post. Some managers also habitually missed the appraisal deadline.”

It was clear Impact needed software better suited for its association.

### The journey

After looking at different HR solutions, Impact chose SelectHR. “We thought the Access team were helpful and were impressed with the product and the amount of information available,” says Claire.

SelectHR is fully configurable, so Impact can design its own workflows, forms and choose how information is presented – plus set up different user profiles.



## Implementation

Impact decided to launch SelectHR in stages to help its managers and staff adjust to the new system. Claire admits the implementation was a bumpy ride, but that the Access account manager resolved any issues.

The biggest learning curve Impact had was Self-service. At first staff were anxious about using the system, but once it was implemented and they could dispense with paper processes, staff and managers found the information available extremely useful. And they often suggest new development and improvement ideas themselves.

## The results

In six months, Impact was seeing the benefits of its Access solution. "SelectHR was a different approach to working for us," says Claire. "But it was when we started sending automatic email reminders through the software and customising information that we started to really appreciate the benefits."

## Spends less time and money on recruiting

As Claire explains, "Our recruitment has been one of the areas in which we've seen the biggest improvements." Because SelectHR offers strong recruiting functionality, admin staff are no longer required to print application packs and mail them out.

"We were spending £4.30 per pack for printing and postage," says Claire. "Now, applicants can go to our website to view vacancies, download application packs and fill out the electronic application."

SelectHR also eliminates the need to re-key information or locate files. "We have a record of the paperwork whenever we want it," says Claire. "When new starters are successful, we already have their information entered into our system."

## Improves appraisals

Access consultants customised the appraisals process to reflect Impact's

style. Workflows were set up to ensure managers and employees followed the process outlined by the HR department. "Before, some managers were more informal with their appraisals, but now everything is much more structured," says Claire.

Completing 100 per cent of its appraisals by 1st March is a key KPI for Impact. "SelectHR helps us monitor this. We can now run a report with this information," she says. "In the past, it was harder to track because it would take more time to get the paperwork back from managers and the return rate had to be calculated manually." With the implementation of online appraisals the return rate by the deadline went up from 75 per cent to 95 per cent.

## Spends less time scheduling training

The consultants set up workflows within SelectHR to help Impact streamline training. Employees can now submit training requests through Self-service; the system sends the requests to their line manager for approval. The information is sent to HR to authorise and book the training. SelectHR then sends an email to the employees confirming the details.

"It used to take longer to schedule the requests because we'd have to get the paper sent from location to another. HR would then book the training and post the records to an Excel spreadsheet," says Claire. "That's all changed now; all records are stored in SelectHR, and staff and managers can access these at any time."

## More visibility over holidays

With SelectHR, Impact now has a better way to track and approve holidays. Previously, it was up to line managers to ensure holidays were signed off appropriately, and staff were always asking about their entitlements. With SelectHR, Impact can be sure the process is always followed correctly.

"This absolutely saves us time, and it helps HR, staff and managers keep track of everyone's holidays," she says.

"The individual calendars that show you when someone is on holiday, at training or on sick leave are really useful."

## Easier to run reports

In addition to eliminating paper-based processes, SelectHR has helped Impact improve reporting capability. For example, Impact needed a report that monitors the insurance on company cars. The information generated from this report helped them ensure employees are meeting the organisation's legal requirements.

"Before, we had limited reporting, and we had to collate much more of the information in Excel spreadsheets. It takes much less time to run reports with SelectHR," says Claire.

## Post-implementation

Since implementing SelectHR, Impact's HR department has received additional training. Claire was then able to share that information with others within the organisation. "Most of our employees really like SelectHR. We've had lots of positive feedback from our staff," she says. "It's easy to use, and employees appreciate the amount of information it stores."

## The future

Impact has plans to integrate its HR and payroll and is currently reviewing a payroll solution from Access. The organisation has scheduled time with Access to make time in lieu available, so that employees can book this through SelectHR. "We're also working on recording one-to-one meetings in SelectHR, and linking them to the appraisal," says Claire.

## Summary

"Select HR records and monitors a lot of the information that previously we had to do manually. Information is there at the touch of a button," says Claire. "Many of our forms are now electronic. We're not scratching around searching for things in personnel files. It's all in SelectHR held against an employee's personnel record."

## Further information

For further information on this, or any other Access case studies, please telephone us on 01206 322 575, email [case-studies@theaccessgroup.com](mailto:case-studies@theaccessgroup.com) or, alternatively, visit [www.theaccessgroup.com/downloads/case-studies.aspx](http://www.theaccessgroup.com/downloads/case-studies.aspx)