

1610



1610 leisure trust shapes up with Advanced's HR and payroll software

1610 has grown to become one of the largest providers of leisure facilities in Somerset, Dorset and North Devon. To keep pace, the Trust needed a modern HR and payroll system that could replace paper-based processes and provide accurate, up-to-date information in a single location.

Client >

1610

Sector >

Sports and
Entertainment

Project >

Advanced OpenPeople
and Advanced OpenHR

"OpenPeople integrates seamlessly with OpenHR, which means when it comes to running the payroll each month the information can be easily extracted from the HR system.

Sending information to our pension administrator and distributing payslips is also much easier and quicker. We no longer have paper flowing around the office, it is simply the click of a button and everything is completed digitally. It has been much more cost-effective and time-efficient to invest in software rather than outsource the function."

Enita Andrews >
HR Manager >
1610

In 2013, the organisation went live with OpenHR from Advanced, followed by OpenPeople in 2014. Since implementing the system the Trust has been able to reduce manual data entry, save at least 6,000 pieces of paper every year and save year-on-year costs by eliminating outsourced payroll.

Background

1610 is a not for profit leisure trust and is one of the largest providers of leisure facilities in Somerset, Dorset and North Devon. It was formed in 2010 when Somerset County Council took the decision to devolve the management of its leisure services. Since then it has grown to employ more than 500 people, now has a turnover of over £8 million and operates 19 leisure facilities in Somerset, Dorchester and North Devon.

Multiple spreadsheets creating unreliable data

Following a period of growth, the Trust recognised that it needed to modernise and streamline its HR and payroll processes, which were heavily paper-based and involved an outsourced accountant. All staff information, such as personal details, contractual information and absenteeism was recorded on various spreadsheets, leading to multiple versions of the truth and more scope for inaccuracies.

Completing and updating spreadsheets was done manually and could mean re-keying in the same data twice, which was very timeconsuming. Any requests for information from senior managers or the Department of Work and Pensions, meant a member of the HR team finding the correct spreadsheet and then calculating the figures, which could take hours – and sometimes the information would simply not be available.

Enita Andrews, HR Manager, 1610, says, *"When using multiple spreadsheets there is always some degree of inaccuracy over the data as it is manually inputted, meaning there is more margin for human error and greater chance of the information being out-of-date quickly. It can also mean that simple tasks, such as supplying requested information can take hours to find."*

Paper-based payroll taking time 1610's payroll function was heavily paper-based and also outsourced to an accountant. The Trust's Payroll Manager would send all the paperwork to the accountant who would complete the work and send the relevant paperwork back. The HR and payroll team would then spend two hours a month issuing the paper payslips.

Calculating pension arrangements could only happen once the paperwork was received from the accountant. 1610's Payroll Manager would then need to create a spreadsheet and input the relevant information that could then be emailed to the pension administrator.

Advanced selected for experience and knowledge

Once the Trust took the decision to replace its paper processes with technology, it selected Advanced from a shortlist of three software providers. In September 2013 the Trust implemented OpenHR, followed by OpenPeople in January 2014.

"We chose Advanced based on its experience within the NFP and leisure sectors and its extensive knowledge of legislative changes within the sector, such as pension auto enrolment," adds Andrews. "The software's ability to manage complex staff contracts was also a key factor in its selection."

1610 is using OpenHR to produce monthly reports on trends such as sickness and absence and to maintain staff records including contact details, holidays, salaries, performance appraisals and benefits.

Accessible, accurate data at the click of a button

1610's HR team are now able to upload details once into the online OpenHR system where it is accessible to all, rather than the data being siloed in various spreadsheets. Information only needs to be inputted once and it will automatically populate in other pages where required. Its automated calculations and comprehensive functionality mean it is able to handle the wide variety of contracts in operation at the Trust, including staff in a TUPE situation.

Having information in one single system has also made it easier to extract information when requested, and to report on more factors than they were able to previously, such as sickness rates.

Andrews says, *"With one online database in OpenHR we can access all our people information instantly. We are also confident that the information is accurate and up-to-date, which is not always the case if you are using multiple spreadsheets and manually importing and copying data."*

"Prior to using the software we could not always supply the information requested by managers or it would take hours to complete what should have been a simple task. Now, we can just run a report at the click of a button, so it has massively increased our efficiency and improved our ability to support managers to make informed decisions."

Saving paper and managing PAE with payroll software

The Trust went live with OpenPeople at the same time that it introduced Pension Auto Enrolment (PAE), in January 2014. Since then the number of pension members, since the Trust was set up independently from the council, has risen by 252% from 34 to 120. Using an automated system ensured the transition to PAE ran smoothly and did not add further administrative pressure to the HR and payroll team.

It has also streamlined the pension administration, as rather than needing to wait for the accountant to send back the information, the Trust is able to run a report that extracts the details from payroll and automatically populates a spreadsheet. This is then uploaded online to the pension administrator.

The software has enabled the organisation to bring the function inhouse and regain control over the monthly payroll run. Payslips can now be sent digitally, which saves 6,000 pieces of paper every year as well as saving time that was previously spent manually distributing paper payslips.

"OpenPeople integrates seamlessly with OpenHR, which means when it comes to running the payroll each month the information can be easily extracted from the HR system," says Andrews.

"Sending information to our pension administrator and distributing payslips is also much easier and quicker. We no longer have paper flowing around the office, it is simply the click of a button and everything is completed digitally. It has been much more cost-effective and time-efficient to invest in software rather than outsource the function."

Keeping ahead of the competition with self-serve software

1610 is looking to expand its use of the software, by introducing the self-serve functionality that allows staff to update their own details, further streamlining HR administration. The Trust is also investigating the use of Advanced's electronic rostering technology to manage its leisure centre shift staff.

Andrews adds, *"Many of our partners are schools and councils and to maintain and potentially win new contracts, we need to be able to provide specific staffing and financial data. Advanced's software gives us instant, easy access to that data, along with the reassurance that it is timely and accurate, which is invaluable."*

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