



# Heritage Care Build on a Decade of Experience with ResourceLink for HR and Payroll



Over the past ten years, Heritage Care have added modules for self-service, recruitment and training to their main HR and payroll NGA ResourceLink solution.

## Adding modules for even more efficiency

With a decade of experience with NGA ResourceLink behind him, Heritage Care's HR Manager Dave Chopra is still enthusiastic about it: "The main HR and payroll solution continues to meet our needs very well, not least because having a single employee database is critical to the efficiency with which we now work."

But it's the addition of other modules in recent years that has enabled Heritage Care to achieve impressive improvements across many functions. The MyView self-service module is proving to be an especially useful tool.

Dave Chopra explains: "One of the self-service features that staff use is the access to online payslips. This is especially important in the care sector because many staff are not paid the same every month. Hours can vary considerably so staff really like the opportunity to keep track of their earnings online."

## About Heritage Care

Heritage Care is a charitable organisation that provides a range of flexible individualised care and support services for people with learning disabilities and mental health support needs, and older people. Its services include supported living, domiciliary care, care homes, day services and respite/short breaks. The company employs 1,850 staff across more than 120 locations in England.

"Another benefit of having payslips online is that they can be viewed four or five days before the pay run. This gives time for an employee to raise any queries and, if pay has been calculated incorrectly, there may be time for us to address the issue before the pay run."

There's another reason that switching to online payslips has been of benefit to Heritage Care: the saving in time and cost. Printing and distributing payslips is not an insignificant burden so it doesn't make sense to continue in this way when a simple alternative is readily available.

## The cultural change to self-service

In the past, concerns have been raised by organisations debating the switch to self-service HR and payroll. This was especially true in areas such as the care sector where many employees do not use a PC in their day-to-day work.

Heritage Care have found that this hasn't been a major issue for them, as Dave Chopra explains: "Staff are using PCs or tablets for other essential tasks such as e-learning. They accept that situation and have the option of using company devices or logging in at home."

"It's also important to mention that getting hard copies is still possible because they can print their payslips if required, for example if they need to show evidence of earnings to a mortgage lender. If a lender should insist on an 'original' payslip then we can of course accommodate the request, although that rarely happens."

## “The training module has benefitted us enormously and has allowed us to be more responsive to the needs of the business.”

**Dave Chopra**  
HR Manager, Heritage Care

### The wider use of self-service

Employees also use MyView to review their annual leave balance and make leave requests. These requests initiate an email alert to the employee's manager. When a manager approves the request through MyView the employee receives email confirmation and the leave balance is updated.

Dave Chopra is positive about the efficiency improvement ResourceLink has delivered for this function: “It has replaced a manual system where each employee kept their own annual leave card. They had to send it in with leave requests for their manager to sign. It was a clunky and admin-heavy system with cards sometimes getting lost, especially when the employee and manager worked at different locations.”

The other benefit of an online system is that it creates data that can be analysed. The HR department is able to run a report on staff who have lots of annual leave remaining towards year-end. Managers can then be informed so that they can remind their staff of the need to take their full leave entitlement. Managers can run reports for their area too, but HR appreciate the ability to monitor things centrally.

### NGA ResourceLink for training administration

Employee development is very important in the care sector, not least because companies must ensure that staff have attended the relevant mandatory training. Heritage Care is subject to review by external auditors and any one of its care homes might be inspected by the Care Quality Commission.

The NGA ResourceLink Training module is therefore proving to be a valuable compliance asset for the company. It is used to maintain accurate training records and to ensure that training is taken when it should be.

The training team use the module to schedule courses and automate communication to delegates and their line managers.

Each time an employee attends a course their record is updated. NGA ResourceLink therefore keeps an up-to-date record of attendance across the business, and managers are also able to access their staff's records to monitor attendance.

Reports are run centrally every three months for each location within the company showing any training that is due. This includes identifying previous training that is now due for renewal.

Summing up the use of this module, Dave Chopra says: “The training module has benefitted us enormously and has allowed us to be more responsive to the needs of the business.”

### Improving efficiency in recruitment

Heritage Care have also made great use of the ResourceLink Recruitment and Web Recruitment modules. These integrate with the company's dedicated recruitment website: candidates can complete an application form and on submission it feeds into NGA ResourceLink.

Once the application form is in NGA ResourceLink it is available for line managers to view. From then on, all activity is updated and monitored through NGA ResourceLink, including the taking up of references, details of interviews and so on.

If the candidate is subsequently hired, their details are already held within NGA ResourceLink so it becomes a simple process to set them up as an employee in terms of both HR and payroll. Likewise, if someone is not successful with their application and applies again in the future, their personal details and everything about their application will still be within NGA ResourceLink.

Heritage Care are increasingly accepting CVs rather than application forms. But here too, the process is more efficient than it used to be as NGA ResourceLink is still used to record and track progress once a candidate is identified for a particular role.

### Keeping up the development pathway

Heritage Care are continually looking for ways to get even more from the investment in NGA ResourceLink. Recently, they have embraced the facility to store documents within the solution. This has eliminated the need to retain hard copy personnel files, and it has also opened the door for giving employees access to certain letters or other documents through MyView.

This is welcomed by employees and, like other MyView functions, is designed to reduce the number of routine requests for information being made to the HR and payroll teams.

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