

MHR

**Elmbridge
Borough Council
saves costs
and enhances
employee
experience**



ELMBRIDGE CIVIC CENTRE

Introduction

Serving around 135,000 residents and businesses across Surrey, Elmbridge Borough Council has over 450 employees and delivers a full range of local government services including housing, environmental services, parks and recreation.

Starting as a hosted payroll service, MHR has worked closely with Elmbridge to move their operations to a fully Managed Service including HR support, all of which proved to have significant efficiency advantages for the entire organisation.

**“Working with MHR is really easy;
they work as an extension to our team.”**

Organisational Development Officer
Elmbridge Borough Council



Select action

Summary

Organisational objectives

- Streamlining HR and payroll processes
- Increasing efficiency and productivity
- Enabling remote employee data entry
- Freeing up time for more strategic work across HR
- Engaging employees in new ways

Results

- Nearly 800 working days saved per year on enquiries
- Always supported by MHR expertise
- Easy and fast implementation
- Seamless HR and payroll functionality
- Increased productivity and knowledge

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Taking HR to the next level

For Elmbridge Borough Council, the challenges were clear: ensuring its HR and payroll processes were as streamlined as possible – making every HR process simple, easy and efficient for every employee – and freeing time away from manual operations towards more strategic operations.



Choosing a managed service

A customer for nine years, Elmbridge has benefited from making the decision to extend its partnership to incorporate a fully managed HR and payroll service delivered by MHR. This gave Elmbridge the opportunity to transform its HR and payroll operations.

Leandra Leigh, Organisational Development Officer, confirms: “MHR acts as an extension to our own team. They got on board with our processes very quickly, understanding everything in relation to the way we operate and deliver an excellent service for our employees.

They’re very proactive about suggesting ways to do things better, giving us ideas about how to engage people across the organisation.”

Fast and easy implementation

MHR’s project team worked quickly to help Elmbridge map out its processes and highlight where these could be automated. By using services with the software, Elmbridge was able to take all its processes online and build automation to simplify the ways of working for the whole organisation.

With both teams working closely, it meant the Council was able to test each newly implemented process at the same time, providing a much better understanding of the iTrent system.

Improving internal processes

For Elmbridge, knowledge of the HR system proved invaluable when it came to roll out the processes to the wider organisation. “The system offers a significant level of customisation – this is something we were keen on to ensure that we could continue to build a platform for employees that could develop to our needs,” explains Leandra.

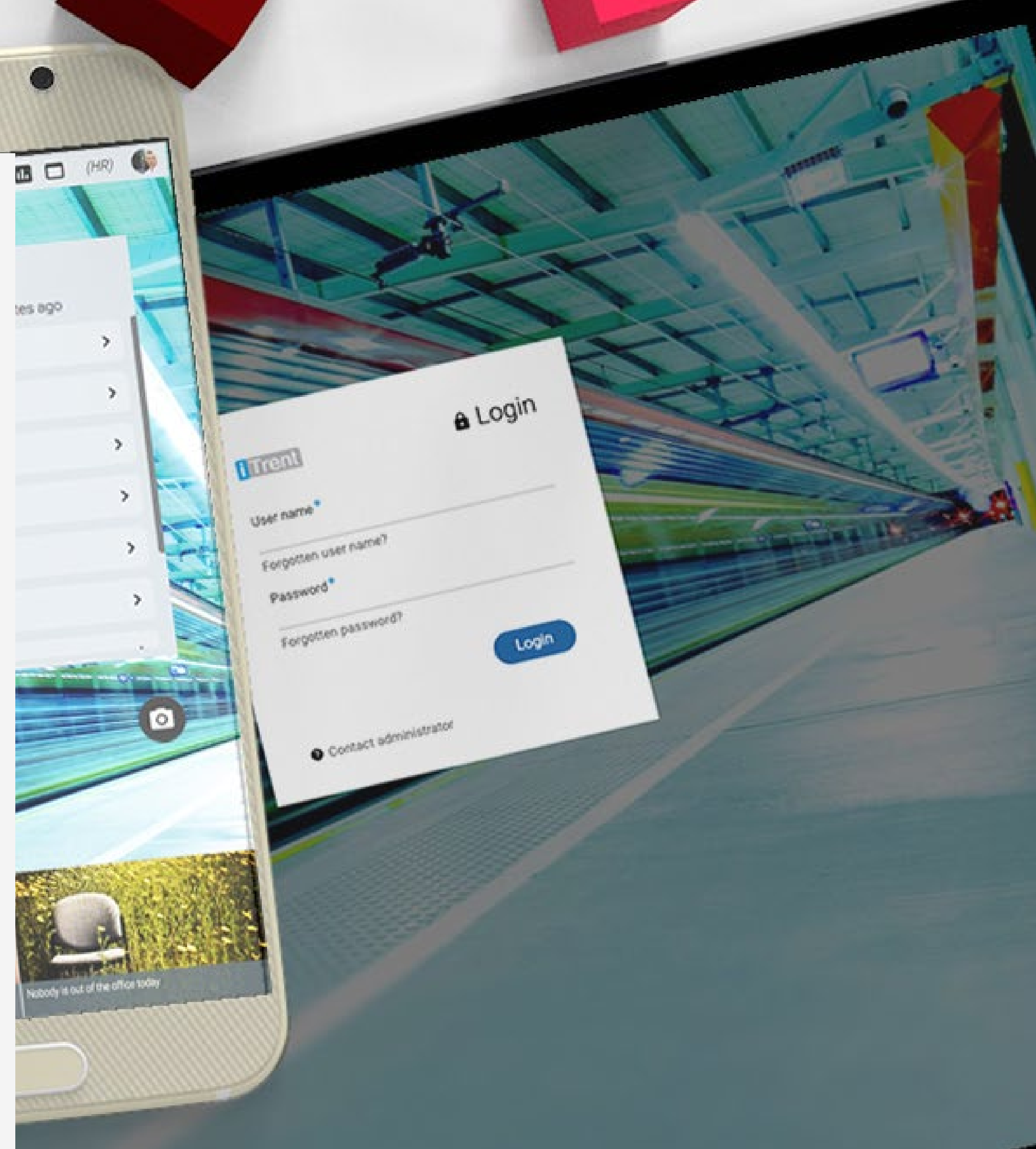
This knowledge was also helpful further down the line when Elmbridge was able to amend and develop the system to suit its ever-changing needs. “Once we had launched and started working with MHR’s Managed Services team on a regular basis, it became clear that some of our newer processes, now in practice, could be improved even further.”

“MHR’s Managed Services team combine their understanding of our processes, with their experience of the iTrent system to continue to make improvements and speed things up for us. We have regular catch ups, which allows us to continuously improve our employee experience. We were able to streamline our processes and, as a team, we had greater scope to improve the services we offer the Council.”

Integrated learning

An additional benefit for Elmbridge was the inclusion of the Learning and Development module within iTrent. This helped Elmbridge to culturally embed training and professional development across the whole organisation.

As well as having an online catalogue of courses accessible at any time, the iTrent software made requesting and approving training courses much easier. Now, approved training requests go straight into the attendee's Outlook calendar.





Enhancing the employee experience

The biggest immediate impact has been the availability and usability of iTrent on the go. Allowing employees to send requests, complete actions or just view their latest payslip online – as and when needed – has significantly improved the employee experience.

“With a lot of front-line employees working remotely, it was vital for them to be able to self-serve on data entry. iTrent has allowed everyone to enter working hours and overtime as and when using their mobile devices, instead of waiting until the end of the month.”

“9 out of 10 questions in relation to HR and payroll are handled by the MHR Managed Services team and are answered in an entirely satisfactory way. They are really good at picking things up, answering the occasional leftfield query, adding adjustments to our processes and then applying them in the future.”

Saving time, improving accuracy

Improving the capacity of iTrent for employee requests has saved Elmbridge lots of time – for the team, and between employees and managers too. Since working with the Managed Services Team, the Organisational Development Team has been able to remove more than half the number of enquiries it would normally handle.

This is a huge benefit in removing around 800 workings days' worth of enquiries per year, all of which can now be handled by the Managed Services Team. Not only has this provided a great saving by taking processes online, it has also improved accuracy of data entry.

“We were able to speed up our processes and, as a team, we had greater scope to improve the services we offer the Council. MHR has allowed our team to get more experience in different areas. It's been really helpful in expanding knowledge across all the areas we work.”

Taking a more strategic view

By adopting a Managed Service relationship, Elmbridge has been able to redirect its focus away from the operational to the more strategic activities. With the team working this way, they've had the opportunity to fully refresh and update the full suite of HR policies.

This means providing a greater cultural focus on mental health and wellbeing across the organisation and helping to embed a strong culture of learning and development.

The MHR logo consists of the letters 'MHR' in a bold, white, sans-serif font, centered within a solid black square.

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you can reduce costs, drive productivity and
remain compliant with this comprehensive service.
Contact MHR and see how we can help you.

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