

“We encourage people to save and plan for that unexpected expense.”

Wagestream roll-out and iTrent integration an ideal solution for HCRG Care Group.

MHR



Customer:
HCRG Care Group



Number of employees:
5000+



Sector:
Private healthcare



Solution supplied:
iTrent and Wagestream

 **WAGESTREAM**

About HCRG Care Group

HCRG Care Group is a long-established iTrent customer. “It’s one of the strongest payroll systems and absolutely meets all of our needs,” said Paul Lundbeck, Head of People Services at HCRG Care Group.

The Group has around 4000 permanent employees and approximately 1000 contingent/bank workers. They are spread across England at over 300 sites. All the Group’s services are rated ‘good’ or ‘outstanding’ by the Care Quality Commission.

What HCRG Care Group wanted

As part of a broader financial wellbeing initiative for employees, HCRG Care Group wanted to explore how flexible pay and innovative savings products could reduce financial stress among their employees.

Research showed that some employees didn’t even have savings of £250 as a buffer for unplanned expenses.

“A lot of people really didn’t have any savings and there was a real lack of understanding around how to better manage your finances. Managing money was something that we wanted to explore and address.” – Paul Lundbeck, Head of People Services, HCRG Care Group.

“Wagestream’s products are backed by social impact charities which align with our values. The integration with iTrent was a huge bonus for us as well.”

Paul Lundbeck
Head of People Services
HCRG Care Group

Results and benefits

Wagestream was successfully integrated with iTrent in 2021. Since then HCRG Care Group achieved good take-up with around 20% of employees utilising Wagestream to access pay flexibly within nine months.

HCRG Care Group firmly believes that implementing an earned wage access scheme was the right thing to do. “Wagestream is no extra work for us. It just runs in the background. It needs minimal payroll input.” – Paul Lundbeck.

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Challenge

HCRG Care Group wanted to:

- Empower employees to improve their financial wellbeing
- Roll out flexible pay to give staff more control over when they're paid
- Increase short notice shift uptake by allowing staff to access a proportion of their earned wages after working a shift
- Remove the locked pay cycle for the team
- Improve employer brand by providing an increasingly-needed solution
- Provide a solution so staff can save money every month

Solution

The integration of Wagestream with iTrent delivered exactly what HCRG Care Group were looking for:

- User-friendly flexible pay solution to reduce employee financial stress
- A solution that would support the Group's broad financial education objectives
- A simple-to-administer system that didn't add to HR or Payroll workloads
- An attractive wellbeing benefit to attract and retain talent

“The senior leadership team have all bought-in to this; they think it's the right thing to do. They've helped champion and support that message.” – Paul Lundbeck.



Flexible access to pay



Zero impact on payroll team



Improves employee wellbeing

“People see it as a security blanket, so if they have got that unplanned expense, they know they can get real time access to their money – provided it's been earned. As a payroll team it doesn't impact us whatsoever, so if they need it before the end of the month they can get it. They don't have to wait for us.” – Paul Lundbeck.



Take-up has grown by word-of-mouth among employees – a clear indicator of genuine user satisfaction.



“Putting pay at the heart of financial wellbeing is key to improving employee financial health.” – Jamie Lawrence, Head of Content, Wagestream.



Earned wage access is a core part of the financial wellbeing pillar - alongside mental, physical and social wellbeing - for the HCRG Care Group.