



"We are now known as the most efficient and effective HR and payroll service in this area."

Kevin Howells,
Head of HR at Newport City Council



Customer
Newport City Council



Sector
Local government



Number of employees
5,800



Products supplied
MHR solutions

About Newport City Council

Newport City Council is the governing body for Newport, Wales, committed to attracting, developing and retaining the best talent, providing opportunities for employees, and delivering the best service to its residents.

A partnership to last

Before partnering with MHR, the council was dealing with paper files and a clunky, manual system that was labour-intensive. With MHR's solutions and continued support, they have been able to streamline their processes and drive digital transformation throughout the organisation.

Newport's seven-year partnership with MHR has marked a shift to a modern, digital-first system that empowers managers and employees.

Their Head of HR Kevin Howells still remembers being "impressed" by MHR's demo and could instantly see how the system would drive efficiency and effectiveness for the council.

At first, there was some resistance from the council's employees when it came to embracing a digital-first process, but with the support and education from MHR, the team transitioned successfully and quickly saw the benefit. The system has also been received well by senior leadership at the council; Kevin notes that "buy-in at the top has been there from day one because there is a benefit cost-wise."

Engaging employees in the process

Employee buy-in didn't take long because they were engaged in the process since the start. The system has also been key for attracting new talent to the organisation, now that applicants have a smooth application and onboarding experience.

Driving digital transformation

Now, their HR and payroll service is manager-led and employee-led, with no need for paper payslips or files, giving every employee visibility of their information. A digital-first approach has also saved the organisation time and money in the long run, aligning with the council's wider corporate plan.

Newport's never standing still

Newport City Council is a forward-thinking organisation, known as the most efficient and effective HR and payroll service in their area. Now that they're using the software to its full potential, they've started to help other local authorities to make the same changes to digital-first HR and payroll, sharing their knowledge along the way.

Key benefits

- Streamlined recruitment and onboarding process for candidates, allowing the council to attract top talent
- Employee self-service has led to better engagement
- Time and cost savings after moving from a paper-based system to a digital one
- Continued support and a long-lasting partnership with MHR

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