

Company:

CIC – Community Integrated Care

Profile:

CIC is a leading not-for-profit service provider and is the 15th largest adult social and health care charity in the UK. Founded in 1988, they deliver diverse support and care to individuals based upon their principles of choice, dignity and respect.

Sector:

Charities & Not-For-Profit Organisations

Select Products:

Select HR Insight
Select HR Clearvision
(Self Service)

Purchase Factors:

- ✓ Advanced reporting and production of business management information with turnover report as standard
- ✓ Availability of self service for all employees
- ✓ Enhanced absence management reporting to highlight persistent absenteeism
- ✓ Reduction of HR administration and paperwork
- ✓ User friendly and intuitive screen design maximising ease of use



Paula Hilton, HR Manager of CIC (Community Integrated Care), discusses purchasing and implementing Select HR



“We can honestly say that having meaningful turnover and absence reports has certainly assisted us in relation to our recruitment and absence management strategy.”

Paula Hilton
HR Manager
CIC

CIC (Community Integrated Care) is the 15th largest adult social and health care charity in the UK. They celebrated their 20th anniversary in 2008 delivering diverse support and care services in the community since 1988.

Paula Hilton, HR Manager, has been with the company since its inception and in 2004 when a project was initiated to review the HR solution, Paula played a key role. “I was part of the original purchasing team when the decision was made to implement a HR system,” she says. “Following implementation of our Payroll system, the need for a HR system became the next priority. At that time the HR Team had access to manual records only. We did produce management information and HR statistics but this was basic, time consuming and not really fit for purpose,” Paula explains. “We knew in order for us to contribute to the growth

of the charity, we would need a robust HR system that would assist the HR team to do just that.”

Initial Requirements

The key drivers for change at CIC were:

- strategic management information within CIC was historically poor, with absence and turnover figures difficult to retrieve;
- there was an HR ‘paper mountain’ which was proving very resource intensive;
- line managers had little quality information available to them about their staff.

“Our CEO wanted to implement a HR system very quickly and as our new Earnie payroll was up and running, we went to them for advice on who to see,” says Paula. “Select Software had been working successfully with Earnie for a number of ➔

For further information on Select products and services, please contact the Sales Department on:

Tel: 08701 660333
 sales@selectsoftware.co.uk or
 visit our website at:
 www.selectsoftware.co.uk

For Public Relations, please contact Jane Lacey, Marketing Manager on:

Tel: 08701 660333
 jane.lacey@selectsoftware.co.uk

Microsoft
GOLD CERTIFIED

Partner

➔ years so we decided to look at Select HR.” The buying process was managed by the senior management team at CIC.

“The CEO, Finance and IT Directors and myself were all involved,” Paula notes. “Once we saw Select HR and its capabilities, we knew it would tackle all these issues and that it was the right one for us—so we went ahead!”

Features of Select in the Care Sector

“There are features of Select HR that appeal specifically to organisations like ours,” states Paula. “A good example is recording CRB disclosures and dates when they are up for renewal. This extremely important part of our work is now covered by just a few clicks of a mouse!”

“We currently have 7 people in HR at Central Support Services (our HQ) and we all need access to HR data. The Self Service option makes life much easier for our line managers, giving them HR information about their staff at the touch of a button without having to come through HR! This saves so much in terms of time and resources within the HR team.”

Reporting and Business Information

“Everyone here likes Select HR! Having such a comprehensive HR information system makes reporting so much easier,” comments Paula. “We now have the confidence to deliver critical business information to our Executive Board.”
 “We use the Turnover Report that is built

into the system on a regular basis—something we just didn’t have before.”
 “I think we can honestly say that having meaningful turnover and absence reports has certainly assisted us in relation to our recruitment and absence management strategy,” states Paula.
 “In relation to absence management this has resulted in a reduction in long term absences, which has a positive effect on agency costs and provision of continuity of care to the people we support.”

We like the fact that Select HR is so easy to use, plus it comes highly recommended – it is completely fit for purpose!”

CIC has used Select HR for six years now and the business relationship between the companies continues to grow along with the capabilities of the software.



“Everyone here likes Select HR! We like the fact that it is so easy to use plus it comes highly recommended. It is completely fit for purpose!”

Paula Hilton
 HR Manager, CIC