



National park authority takes control of HR and payroll



The Yorkshire Dales National Park Authority serves employees better with integrated time and attendance, payroll and HR solutions.

Moving payroll in house boosts flexibility

The Yorkshire Dales National Park, established in 1954, covers an area of almost 1,800 square kilometres. It has a rich cultural heritage, offers outstanding scenery, and is a haven for wildlife.

The park is looked after by the Yorkshire Dales National Park Authority, an independent body within the local government structure. Around 130 employees carry out day-to-day operations, supplemented by casual workers during peak seasons.

When the Authority decided to bring payroll admin in house, it selected Civica Payroll to support the move. "Running payroll in house using Civica Payroll provides us with a lot more flexibility and control," says Hannah Clarke, Head of HR at the Yorkshire Dales National Park Authority.

Outcomes

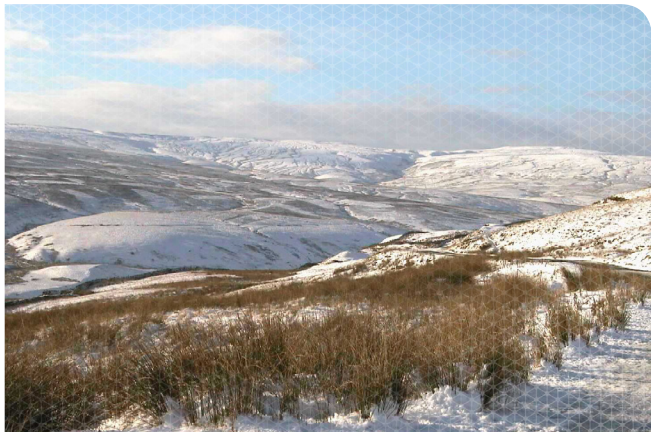
- ▶ **Delivery of better HR service to employees using fewer resources**
- ▶ **Reduction in admin tasks through employee self-service increases HR team's focus on strategic activities**
- ▶ **Increased data accuracy using a single source that removes the need to enter information in multiple systems**
- ▶ **A foundation for future development based on integrated systems.**

"We now have a single source for all data, which reduces errors and saves time keying into different systems. These increased efficiencies enable us to provide a better service to our employees with fewer resources."

Hannah Clarke, Head of HR, Yorkshire Dales National Park Authority

<p>Increased control</p>	
<p>Efficiency gains</p>	
<p>Improved data accuracy</p>	

Deploying Civica HR and Time & Attendance amplifies the efficiency gains and other benefits achieved with Civica Payroll, and provides a platform for future development.



A single source of data drives efficiencies

Like any other public sector body, the Authority faces budget cuts, so constantly looks for ways to offset them. After using Civica Payroll for a couple of years, it identified that using a single system to manage HR and time and attendance, as well as payroll, would deliver efficiencies.

In particular, its time and attendance system couldn't collect data as comprehensively as the authority wanted. And because it wasn't linked to payroll, employee hours had to be re-entered manually, taking time and introducing the potential for error.

The Authority went out to tender and opted to extend its use of Civica solutions to incorporate HR and Time & Attendance. Full integration means that hours are fed directly from Civica Time & Attendance into Civica Payroll, maintaining accuracy and saving time. The Authority now uses a single set of employee data to manage payroll, training, leave and sickness absence seamlessly across the Civica solutions.

"We now have a single source for all data, which reduces errors and saves time keying into different systems; and access to more comprehensive and powerful reporting," says Clarke. "These increased efficiencies enable us to provide a better service to our employees with fewer resources."

Self-service benefits for all

Another timesaver for HR is the Civica self-service functionality, which lets employees update their personal information online. "The self-service feature is really useful," says Clarke. "Employees can update their own details so that we have one central set of accurate HR data. It means there's less admin for HR, which saves time and allows us to focus on more strategic work."

Employees can also check what leave they have and book holidays, which are then approved online by their managers.

"Staff have a complete view of their outstanding leave, which makes it much easier for them to track," says Clarke.

Managers can also check absence records online, and see who's working and who's away. Together with the HR team, they can review trends in sickness and leave and, if necessary, address any issues that could affect service delivery or personnel.

New ways of working

"Like all public sector organisations, we're always looking for ways to streamline operations and achieve efficiencies, and for new ideas that will make a difference to our employees' working lives," says Clarke.

To that end, the Authority intends to roll out mobile access, so that employees can clock in and out and use self-service functionality from their smartphones; as well as the Civica e-Recruitment solution, which will add further efficiencies around data management.

Longer term, the Authority anticipates that the integrated Civica solutions will open up new possibilities, such as allowing it to offer shared services to similar organisations in the future.

1 source of data for HR, Payroll and Time Management

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