Anglesey County Council empowers more flexible working with HFX and delivers improved service to the community

Forward thinking County Council in North Wales leads public services organisations with adoption of new access, security and absence management system.

Anglesey County Council provides the full range of local authority services - from schools and leisure centres to bin collections - for residents of the County of Anglesey or Ynys Môn, an island off the north-west coast of Wales with an area of 276 square miles is the largest island of Wales, and the fifth-largest island in the British Isles, with a population of just under 70,000.

Like many Councils, Anglesey continually reviews its working practices to ensure that it delivers the services required by its public efficiently & provides best, transparent value for all expenditure. As part of its Smarter Working initiative, the Council has recently invested in HFX's latest solution to manage staff hours and secure access to its administration offices.

Anglesey County Council employs over 740 staff across its three office locations and depot, for which it now uses the HFX proximity access solution. As well as improving security to its offices, deploying the HFX solution has also enabled the Council to manage flexible working for staff, allowing them to work from one of the offices, home or hot desk at any other Council location, including schools and libraries.

Smarter working delivers improved services

Chris Staddon, Corporate Assets Transformation Manager, Anglesey County Council

"We have been a long time user of HFX, managing staff working hours with the card access system for nearly twenty years. This recent upgrade was a timely decision that supported part of our refurbishment programme. As a project manager for our Smarter Working initiative, I could see the benefits of the latest version of HFX in supporting our drive to find more efficient ways of working to deliver our core services to the community."

Chris Staddon, Corporate Assets Transformation Manager, Anglesey County Council

"Providing workers with a flexitime recording and absence management system was the first step to achieving mobile and flexible working. We recognised that our staff that covered a wide geographic area as part of their role, Social Workers, for example, needed an effective and integrated mobile solution."

HFX solution supports flexible working

Following discussions with the team at HFX, the Council chose proximity cards to provide a reliable and secure way to manage access to the remodelled main Council offices, while the self-service feature could accommodate remote working.

The Council can now manage different working schedules and rotating shift patterns, part time patterns, including term-time working and, when required, overtime calculation. HFX also provides sickness absence management and handles time off in lieu calculations.

Increased staff productivity means improved services

Staff can use the HFX self-service system to register attendance remotely, logging in using a laptop, whether from home or another Community building. This flexibility particularly saves time for case workers and staff who have community visits, providing a much more efficient way of working, where previously they had to first go into their main office before attending off-site appointments.

The public protection officers were the first teams to use the new solution as hot desking was introduced to accommodate increasing staff numbers, plus the nature of their role supported a more flexible & mobile approach to work.

"Being able to log in remotely means that our staff can move around & are more agile - our community workers and case workers can get more done in a day. It has made them much more productive and flexible, which in turn means that we can provide a better service to citizens"

Self-service option makes it easier for staff

Staff have welcomed the new self-service system, the flexibility that it offers both in managing working time and also the ability to update records easily. With self-service even if they forget to log on they can still do so later, sending the request to be automatically approved by their line manager.

"All staff use the HFX self-service system to make their requests - and the feedback from them is very positive. We know we now have a reliable, efficient system and that we have an accurate record of staff hours."

Hours captured by HFX feed directly into the payroll system, ensuring that compensation is accurately calculated. Replacing paper based administration to manage annual leave and absence has also saved the Council time in chasing approvals and reconciling leave balances.

"It has definitely saved us time not having to print out annual leave cards - plus the time spent getting signatures and approval from line managers and HR. It's all a lot more efficient.

Since the move to the latest HFX system the Council continues to review its working methods and approaches as it looks to deliver improved services to its community.

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"The investment in HFX has really paid off. As part of our refurbishment & IT upgrade programme it demonstrates that we are a modern, forward looking authority. It is a great message that Senior Managers and Elected Members use to underline our commitment to investing in our facilities and staff, enabling us to do more, be more efficient and provide better public services."
Cllr Alwyn Rowlands.

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