



# Flintshire County Council improves service delivery and staff wellbeing using hfx solution to support remote workers



## Council invests in cloud based hours management system to support 350 remote and front line staff in waste management and recycling teams.

Flintshire County Council is the unitary local authority for the present-day Welsh administrative county of Flintshire, one of the administrative subdivisions of Wales. The Council is responsible for services such as education, waste management and strategic planning in the area.

Like all councils operating in today's economic climate, the council's focus is on delivering its services to the community as efficiently as possible. It has recently invested in hfx's Imperago solution to manage staff working hours for its 350 front line waste management and recycling staff. Since implementing the solution the council is able to better manage working hours for its remote teams, and with the efficiency gains the system is on track to deliver substantial savings and improved staff availability in the first year.

### Cloud solution provides flexibility for remote workers

A long standing user of hfx's working hours recording and management solution across the authority, the Council knew that hfx could deliver the working solution that it was looking for to record working hours for its employees working remotely.

As a modern and flexible Council they needed to find a time recording solution that better fitted with the requirements of the front line waste and recycling teams. They wanted a solution that was powerful enough to deliver the control needed to drive efficiency with remote working teams, but which also had as little an impact as possible on users who have minimal access to systems and little technology experience.

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*The Council decided that a cloud based solution would provide the flexibility that it required to record hours for staff working across different locations. hfx's solution has a clear, modern interface that is straightforward to use, with no training required. The Council was also able to further adapt the system to have an alternative PIN security feature, should Identity cards be lost or forgotten. This has facilitated built in reliability in the time recording system to accommodate workers who may lose their cards while out.*

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In addition to providing control and flexibility, the hfx solution also empowers staff to access their information securely from anywhere with an internet connection.

### Efficiency gains translate into improved end user services

The Council uses hfx's system to record hours for the staff working across seven locations, covering all the areas of Flintshire. Each site has the new HexOne dedicated touchscreen clocking terminal developed and built by hfx in the UK. Staff members are also able to access the portal remotely from home or smartphone to access and amend personal details, add notes or book leave.

Efficiency savings are a key driver for all local authorities and the ability to better manage and control remote teams is already delivering great improvements over the old manual process.

The system is on track to deliver substantial savings by reducing lost hours and improving staff availability in its first year.

A key reason for selecting hfx was also the company's proven experience in working with local authorities and knowledge of the sector. Flintshire Council chose to implement the solution with a phased approach to iron out teething problems as they occurred and found the support provided by the hfx team invaluable throughout the process. The phased implementation also helped users to buy in to the change and has given a strong foundation to move forward with future plans.

### Reports ensure optimal working patterns and staff wellbeing

As well as providing improved management on a daily basis of recording staff hours, the new solution has provided additional benefits with the built in reporting functionality. The reports help managers to monitor working hours ensuring that they meet European Working Directives while still delivering the key front line services.

In addition, the reports from the hfx system help to manage staff sickness and absence, highlighting possible issues and ensuring fair and accurate working patterns, while meeting financial and operational demands. The solution can also help the Council to design automated rotas for optimal workforce planning.

*In summary, hfx's Imperago is helping Flintshire Council to shape its service and highlight issues and trends through powerful and accurate information. Reports can now be quickly generated and distributed to highlight issues and ensure the Council maintains high standards of service delivery to the community.*

### About hfx

Founded over 40 years ago, **hfx** has a proven history of developing innovative staff time management solutions. The company introduced the concept of flexible working hours in the 1970s with its Flexitime® system, and has continued as a leader in the delivery of flexible working solutions.

The latest generation of products, **hfx Imperago**, provides cloud-based solutions which incorporate access control, photo ID, time and attendance recording, flexitime management, and workforce design (optimising shifts and rotas). Highly customisable, **hfx Imperago** can be configured to meet exact requirements, can support unlimited numbers of work patterns and provides seamless integration with all major HR & payroll systems.

Based in the Home Counties just north of London, **hfx** services clients across the public and private sectors throughout the UK. High profile customers include Home Office, Merck, Methodist Church, Dartmoor National Park, adidas, Buhler Sortex Ltd, The Society of Motor Manufacturers & Traders (SMMT), Eaton Limited, MoD, National Farmers' Union, Borough Council of King's Lynn & West Norfolk, Hertsmere Borough Council, North Lanarkshire Council, East Renfrewshire Council, Exeter City Council, Isle of Man Government, MoJ, Pendle Borough Council, Met Police, Flintshire County Council, Office for National Statistics, UK Intellectual Property Office, NHS Business Services Authority, Pembrokeshire County Council, Science and Technology Facilities Council, West Lancashire Borough Council, and many more.

For more information please visit:  
[www.hfx.co.uk](http://www.hfx.co.uk)