

A photograph of a modern, multi-story building with large glass windows and a brick facade, likely the Mid Devon District Council offices. The building is set against a clear sky with some light clouds.

Mid Devon District Council balances serving the community with providing flexible working to employees with HFX

Mid Devon covers an area of 353 square miles in the rural, agricultural heartland of Devon, between Dartmoor, Exmoor and the Blackdown Hills. Over half the population of 78,000 is scattered in villages, with the balance divided between the three main towns of Tiverton, Cullompton and Crediton. Delivering access to vital public services across a rural district such as Mid Devon can be challenging, however by operating a flexible working environment Mid Devon Council has struck a balance between servicing the needs of both their citizens and employees.

Delivering essential public services requires council staff to operate well beyond traditional 9-5, Monday to Friday working. Accurately tracking hours & enabling employees to have visibility of their accrued flexi-time was once a challenge. Since implementing the HFX integrated flexible working solution, Mid Devon District Council is able to manage and track working patterns, offering employees a better work life balance through flexible working.

Serving the community and benefiting employees

Lisa Lewis, Development Manager at Mid Devon District Council comments:

“The HFX solution has enabled us to meet the needs of serving the community whilst allowing our employees to work more flexibly, for example, buying additional leave or working from home. We are able to manage an unlimited number of working patterns, which is essential for us. We have a diverse workforce delivering a multitude of services to a largely rural community and therefore flexibility is fundamental. With this solution we can provide flexibility to our employees and to date approximately 75% of our workforce is using the HFX solution.”

HFX’s flexible working solution has a comprehensive and user friendly web interface that employees can access to view time accrued; make and request corrections to their time - such as booking annual leave

or using their accrued flexitime; view absence records and also make miscellaneous time requests. Employees use the web interface to clock in and out of the system regardless of their geographical location, for example if they are working at a different site or from home.

Forward planning

Mid Devon District Council uses the HFX solution as their time recording, absence analysis and planning system, enabling employees to record annual leave, training days and other absences. This real-time data, presented as a dashboard, provides Council management with a complete picture of workplace staffing levels, enabling them to plan scenarios and ensure sufficient resourcing levels for vital council services.

“Transparency of staffing levels is imperative; we have employees on call or on emergency cover 365 days of the year and the ability to advance plan is incredibly important to us. Also, at any point we have employees temporarily leaving the Council, for example, on maternity leave, dependants leave or long term sickness. Supporting our employees to seamlessly re-enter the work place is imperative; by ensuring effective staffing levels we can assist employees during their transition back into the work place through provision of flexible working policies.”

Flexible functionality

The HFX solution has powerful configuration options so that almost any combination of terms and conditions can be accommodated.

At Mid Devon Council the solution includes variable booking instructions, whereby different hours are paid at different rates determined by the contract of employment, for example, different rates for overtime at the weekend. This ensures that staff are automatically paid the correct rate, saves time and eliminates rekeying errors.

The system has been tailored to automatically allot part-time staff members a credit when there is a public holiday. It also handles hours accrued through time off in lieu (TOIL) differently to standard flexi-hours. TOIL

hours can be carried over at month end, regardless of the balance of hours, whereas there may be a limit for flexi-hours, ie. if they are not used, they may be lost.

Security for staff and data

The nature of the work that the council does means that citizens' personal data is stored and processed by staff meaning that site security, both internally and externally, is a priority. By using HFX's one card solution, access control, flexitime and photo ID card is combined, so that staff need carry only one card for all work related time, location and security related logging activities.

Mid Devon District Council uses the HFX solution to provide visibility of staff whereabouts, which is important in the event of an emergency evacuation. Staff are able to log either on their PC or via a time recording unit, they are noted in the system as being present in the building. This is particularly useful for lone weekend working. Additionally the system is configured so that staff can log out during a lunch break, but are not leaving the building, for example eating at their desk, or when taking a cigarette break. In the event of an emergency or a building evacuation, the system has a log of all employees currently on site.

"We have been really impressed with HFX; we are currently looking into their mobile worker solution which we plan to implement soon. Once enabled, we'll have 95% of our employees on the HFX platform."

Migration path

Mid Devon Council upgraded to the latest version of the HFX platform, to take advantage of innovative features and benefits. The new system has a contemporary feel and the web interface is even more user friendly, saving time and increasing employee engagement with the system.

"The HFX team have a great track record of product implementation and service delivery. They have proved to be very helpful and supportive, the migration was swift and seamless with no business disruption. The future roadmap is to integrate further with the HFX solution & interface with our HR & payroll solutions."

Technology as an enabler

The UK labour market has one of the most diverse ranges of working patterns in Europe and at Mid Devon District Council they are proud to be leading the way with their approach to flexible working. They've championed flexible working through flexible shift

patterns, home working, reduced and compressed hours. By doing this Mid Devon District Council has achieved tangible improvements in employee engagement, motivation and loyalty but without impacting the delivery of public services. The HFX flexible working solution has been the technological enabler to the council's philosophy of attracting and retaining talented and hard-working people.

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 and 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.



Flexible Working Solutions

Apply any flexible working policy securely, transparently and with consistency.

To find out more about **HFX** and our solutions please call **01438 822170**, visit **www.hfx.co.uk** or email **sales@hfx.co.uk**