illumin8 HR

impact through insights

Case study:

Making HR data automated and accessible at Stockport NHS Foundation Trust

105 hours saved producing monthly reports

40% reduction in ad-hoc report requests

400+ decision makers with 24hr access to relevant reports

At a glance

Size:

>6,500 employees

Industry:

Healthcare

Data sources:

13, including;
HR (inc. DEI)
Payroll
L&D
Recruitment
Training
Finance
Contingent Workers

The challenge

The Trust faced a series of significant challenges in their HR reporting, with manual procedures and static reports contibuting to major inefficiencies.

▶ Reporting from multiple data sources that didn't connect together

▶ Overreliance on spreadsheets and static reports that were quickly outdated

▶ Manual processes to collect, consolidate and distribute data

▶ Increasing burden on reporting and HR teams for ad-hoc reports

▶ Important decisions made based on gut feeling rather than evidence

▶ Data overload rather than meaningful insights on critical workforce issues

The solution

illumin8HR provided a scalable, automated solution to these challenges, along with a partnership approach to implementation and ongoing support.

▶ Single platform for all 13 data sources - consolidated and refreshed daily

▶ One version of the truth for people data across the organisation

▶ Phased roll out to HR, finance, people managers and execs

▶ Secure and personalised reports based on user requirements

The outcome

The implementation and rollout of the illumin8HR platform yielded significant efficiency gains for Stockport NHS Foundation Trust.

▶ 100+ reports, 15 core KPIs & 25 metrics fully automated

▶ 95% of people reporting automated

▶ Metrics & KPIs tracked consistently, giving greater credence

▶ Monthly reports available 9 days earlier

▶ Automated insights alerting managers to risks and issues

▶ 8 Insights groups created to tackle priority HR issues
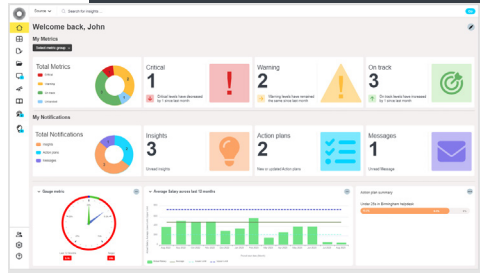
Making an impact

Linking **musculoskeletal related sickness** and **manual handling training data together** led to better management of training compliance and a **reduction in sickness days / costs and reduced risk.**

Timely data related to **stress, anxiety and sickness** from engagement survey and absence data enabled people managers and the HR team to take a more **targeted approach to reduce risk.**

Workforce planning teams get a complete view of **absence, recruitment and staff turnover trends** so resourcing decisions are made with up-to-date information and forward-looking trends are easily understood. This has enabled a **reduction in using costly agency staff** and better management of overtime.

Stockport NHS Foundation Trust's top tips for implementing people analytics

▶ Ensure your Workforce & HR teams are system experts

▶ Don't be afraid to turn off old reports

▶ Bite size chunks & test dashboards before finalising

▶ Use usage data to target users needing support

▶ Operational champions are key

▶ Set expectations from the start

▶ Pick your pilot group well

▶ Listen and act quickly

"We wanted to be able to forecast based on what was actually happening in real time. And we needed this automated so that operational managers could understand their own trends as they emerged."

**Caroline Durdle
Stockport NHS Foundation Trust**