

Staff.Care Case Study

Transforming Workforce Management at Autism Anglia

About Autism Anglia

Autism Anglia is a leading autism charity in East Anglia, delivering dedicated support to children, adults and their families for 48 years. They provide a wide range of services including Doucecroft School, Residential Homes, Supported Living, Outreach and Community Services, each tailored to enhance the lives of individuals with autism and empower them to thrive.

With over 300 staff across various settings and locations, Autism Anglia is committed to maintaining high quality care through operational excellence, continuous improvement and the strategic use of technology.

Autism Anglia approached SMI as they wanted to improve efficiency and reduce the number of multiple systems in place and streamline their working processes.

The Challenge

In 2024 Autism Anglia identified the need to modernise its rostering, HR and payroll systems. Too many systems were in place which were stand-alone with no interface to link together all the information inputted individually. With diverse staff roles, complex shift types (including sleep-ins, waking nights, on-calls and training shifts) and working across multiple service locations, they knew finding the perfect solution would be a challenge.

The services that Autism Anglia provide are varied and located across Essex and Norfolk. They needed a proven software solution that could provide ALL aspects of staff management, training and pay, whilst driving time and cost savings.

After a thorough research within the healthcare marketplace, Staff.Care stood out!

"We chose SMI and Staff.Care because there was a dedicated support team available, assistance was offered with the initial and future ongoing configuration and Staff.Care could be tailored and adjusted to meet our specific needs. Additionally it was designed with rota management in mind, making it well-suited to the care sector"

says Sandra Swan, Head of HR.

Key Highlights

Benefits have been realised across the whole organisation:

- A Fully Integrated Payroll Interface with automatic calculations.
- Transparent Rota Planning
- Streamlined Compliance Tracking
- Significant reduction in Manual Calculations and Paperwork
- Defined Safe Staffing Levels
- Organisational-wide Reporting & Dashboards
- Reduced Expenditure
- Improved Compliance
- Cohesion across all Services



"Staff.Care has enabled us to streamline our systems, restructure workflows and gain a better insight into rota management. We've also reduced the need for manual calculations, aligned staff records, improved management oversight and integrated the training matrix within Staff.Care"

says Sandra Swan, Head of Human Resources.

Workforce eRostering

Staff.Care provides detailed, accurate and fair rostering whilst removing unconscious bias. A full spectrum of shifts required for staff working across multiple locations with varying needs ensured safety for both staff and service users. Having a centralised leave and 'bank' shift requesting system, better utilized internal capacity whilst providing key reporting to manage budgets in real time allows greater visibility and improved compliance.

"Agency spend has been reduced and we now have the knowledge to ensure all contracted hours are being met by staff"

Payroll Interface & Integration

Autism Anglia worked with the SMI team to build a complex payroll interfaced which has automated:

All shift payments including supplemented weekend/bank holiday working, on call and call out payments, service user holidays, sleep in payments, staff working up/down at different grades, rolled-up leave for Bank staff and cost coding across all areas of the organisation.

Leave payments are now also automated including a 52 week 'reference period' inline with the Equality Act for maternity and paternity payments, salary payments, school allowances and paid/unpaid leave types.

"The Payroll Interface provided by SMI has provided significant time and cost savings"

HR and Compliance Management

Autism Anglia have moved away from multiple budget-consuming HR systems to the combined Staff.Care solution to manage their 300 staff and are enjoying all the combined benefits available including:

- A full compliance system with graphical, live, Dashboards
- Statutory/Mandatory HR and Training Records are now effectively maintained
- Automated reminders and alerts
- A single store for all staff records
- Onboarding managed via Items and Dashboards
- Birthdays, driving records, staff photos, uniforms, equipment, length of service, appraisals (and much more) all managed successfully in Staff.Care's highly configurable platform

"We would highly recommend SMI and Staff.Care due to the excellent support we've received, the system's flexibility and their willingness to work with us to navigate a complex payroll and rota configuration"



Overall thoughts:

Autism Anglia realised their need to replace multiple, costly software systems that really weren't up to the job.

The Payroll Interface was a key driver as this was extremely labour intensive and all the knowledge was held within a small team which was dangerous should anything unexpected happen. SMI provided a Payroll Interface which reflected all Autism Anglia's unique enhancement and pay rates. Following three parallel runs, the interface was live requiring very few 'tweaks' along the way.

Autism Anglia were supported by SMI from the start to provide a solution perfect for their needs.

"We've received outstanding support from Ed (SMI's Implementation Consultant) who has been willing to work with us every step of the way!"

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