

## Devon Partnership NHS Trust

Selects SMART for eRostering and  
Time and Attendance Solutions



Mental Health Trust streamlines efficiency of staff utilisation while improving work/life balance and managing absence levels.

Devon Partnership NHS was established in 2001. The Trust employs around 2,000 staff and have around 100 staff assigned from Devon County Council and Torbay Unitary Authority, including social workers and support workers. The Trust serves a large geographic area with a population of more than 850,000 people. The Trust works closely with health and social care providers across the county and deliver services for adults, older people, people with alcohol and substance misuse issues, people with learning disability, people with severe eating disorders, people who need forensic or secure mental health services.

The Trust selected SMART, for workforce management, to provide eRostering and a fully automated Time and Attendance system. The SMART solution is used for approximately 100 staff working at four inpatient units in North Devon, eventually rolling out to cover a further 580 staff in the remaining 20 inpatient units spread across the county, followed by community clinical staff, administration and management, totalling approximately 2,000 employees in all.

### Reduced Bank Use/Improved Work/Life Balance

The SMART solutions ensures that the appropriate skill mix and establishment levels are maintained at all times, protecting the Trust and the people who use its services from understaffing. It will also minimise the need to use more expensive staff bank hours or agency staff and will provide more sociable rosters for staff, enabling them to manage a better work/life balance, which in turn is likely to lead to lower absence rates.

### Benefits

- Reduced spend on bank and agency staff
- Improved work/life balance
- Lower absence rates
- 100% web-based, reducing IT support overhead
- Real-time integration between SMART eRostering and ESR ensures payroll accuracy
- A better and safer working environment for our staff
- Improved patient care
- Working Time Directive compliance

“SMART were able to meet all our requirements for eRostering and Time and Attendance, and are able to supply a range of additional modules such as Staff Bank Administration, biometric readers and a telephone interface system for lone workers, which we can add to the system as required. SMART supplied positive references and evidence of other successful implementations across a variety of NHS organisations. In addition, by taking the hosted system option, we have reduced the upfront investment required.”

Keirie Rudge, Project Manager  
at Devon Partnership NHS Trust.

## Real Time Integration

SMART won the contract after a rigorous and lengthy tendering process. The system was selected for its user friendly design, and the flexibility of the system which meant it was able to meet Trust requirements at all levels. It is 100% web-based, which reduces the IT support overhead, and the level of real-time integration between SMART eRostering and the Trust's Electronic Staff Record and payroll software avoids duplication of data in either system.

## Hosted Advantage

Kerrie Rudge, Project Manager at Devon Partnership NHS Trust for the implementation of the SMART system commented, *"SMART were able to meet all our requirements for eRostering and Time and Attendance, and are able to supply a range of additional modules such as Staff Bank Administration, biometric readers and a telephone interface system for lone workers, which we can add to the system as required. SMART supplied positive references and evidence of other successful implementations across a variety of NHS organisations. In addition, by taking the hosted system option, we have reduced the upfront investment required."*

## The Benefits

As well as providing more sociable rosters for staff, reducing reliance on bank and agency staff and protecting against the risk of absence, the SMART system will also provide Trust staff and management with easy access to workforce information, improved payroll accuracy, and will help the Trust to comply with the Working Time Directive.

Kerry Rudge said, *"The SMART system should help Devon Partnership NHS Trust deploy its workforce more efficiently and effectively, which should save on unnecessary overtime and agency staff costs. It will also provide a better and safer working environment for our staff and better services for the people we provide care for."*

Tristan Spencer, Health Market Director at SMART, commented: *"Staff are one of the most valued assets and also one of the largest costs in providing health care services. While it is vital that staff are deployed in the most effective manner to provide the best possible levels of care, it is equally important to ensure that those staff are looked after as well as possible to keep morale high. SMART systems are designed to provide the best of both worlds. By providing well planned, sociable rosters with a level of flexibility staff are able to plan their lives around work which reduces absence, and it ensures that appropriate skill levels are maintained so that services to patients are optimised."*

**SMART is a leading provider of web-based solutions for workforce management. For over two decades, we have been helping our customers to achieve agility and cost efficiency from their greatest asset – their people.**

SMART's integrated solutions for workforce management provide efficient people management anywhere in the world. Developed using Microsoft .NET technology, our zero-foot-print web solutions are flexible, reliable, scalable and easy to implement.

From time and attendance through to workforce planning, scheduling, absence management and comprehensive automated reporting, the SMART solution suite offers a wide breadth and depth of functionality. Whether fully installed on site, delivered as a managed or hosted service, the architecture enables organisations to focus on specific areas of priority, and reconfigure the system to meet new challenges.

The core systems are of leading-edge design, enabling planning, data capture, alerts and authorisation to take place anywhere and everywhere you need it. Web-based advanced self-service, touchscreen kiosks and mobile activation via telephony and PDA, ensure that employees can interact with the system wherever they may be.

For further information on how any of our solutions can help your organisation, call +44 (0)1438 822 222 or visit [www.smart-rostering.co.uk](http://www.smart-rostering.co.uk)

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