

# Case Study



voyagecare



## The Client

Voyage Care is a sector leading provider, with over 30 years' experience of specialist care and support. At the time of writing, they support over 3,500 people with learning disabilities, autism, brain injuries and other complex needs across the UK such as:

- Learning disabilities
- Autism
- Brain injury rehabilitation
- Prader-Willi syndrome
- Physical disabilities
- Complex care needs
- Mental health conditions
- People in transition
- Intensive support requirements
- Nursing needs
- Challenging behaviour

## The HR Challenge

Voyage's workforce comprises 9500 employees covering a range of disciplines and working/shift arrangements. The needs of the workforce are serviced by a central HR resource which is aligned to the needs of the organisation and also works actively to safeguard the interest of the workforce and create a positive working environment for them.

Employee Relations (ER) issues necessarily arise from a diverse and large workforce. The number of ER cases stands at 2300 approximately on average per year.

Each ER issue requires sensitive, compliant and timely handling. Voyage Care's challenge was to achieve this in a context of:

- high volumes of ER issues
- geographically remote working
- varying line management confidence
- mixed ER skills and experience across the HR team
- communications in shift crossover's.

## **The Solution**

Voyage Care utilised caseflowhr to address their ER case load. The results over the first 6 month period speak for themselves.

Graphics showing:

1. 39% reduction in time to resolve ER cases
2. 45% increase in HR confidence in handling ER cases
3. 80% decrease in use of manual systems and spreadsheets
4. 100% increase in standardisation of templates
5. 95% automation in date calculation in family-friendly cases.

## **Client Testimonial**

“Caseflowhr is our ideal HR partner – accessible, knowledgeable and easy to use. It has transformed our manual process to online. ER cases can be conducted in real-time. The impact has been overwhelmingly positive”.