



Tracking System Transforms Recruitment at East Kent Hospitals University NHS Foundation Trust

“Implementation of the Stepchange tracking system has had a dramatic impact on recruitment. The ability to track the end to end recruitment cycle has resulted in efficiency gains across the Trust and reduced the average time to hire by 6.2 weeks”

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SUMMARY

Background

East Kent needed to transform the recruitment service.

Challenge

Reduce time to hire, implement a programme of lean improvements and a tracking system in order to improve service delivery.

Solution

A service improvement programme was delivered prior to the implementation of the recruitment tracking system.

Benefits

- Reduced time to hire
- Efficiency savings
- Improved compliance
- Online reporting

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Time to hire dramatically reduced

Background

East Kent Hospitals University NHS Foundation Trust is one of the largest Acute Trusts in England with five hospitals and several outpatient facilities across East Kent and Medway.

The Trust employs nearly 7,000 staff and had a turnover of £433m during the year 2008/09. The Trust serves a population of 720,500 and has 1,118 beds (July 2008) spread across the three main hospitals situated in Ashford, Canterbury and Margate.

East Kent achieved Foundation Trust status on 1st March 2009.

The Challenge

In March 2008 the Trust initiated a comprehensive review of the recruitment process with the goals of improving the levels of service provided by the resourcing team, improving the efficiency of the process and reducing the time to hire.

The review was conducted using a Lean approach and included a detailed mapping of the recruitment processes and procedures as well as workshops and interviews with stakeholders.

The review identified a number of recommendations to enable the Trust to achieve a best practice approach to recruitment.

The recommendations included changes to Trust policy, process and procedures, specialist training for the resourcing team and the implementation of a recruitment tracking system.

The Solution

The review was completed in June 2008 and following approval by the Trust Board, the project to implement the key recommendations was initiated in September 2008:

- New Recruitment Policies
- Standard Operating Procedures
- Service Level Agreements
- Recruitment Team - training and workshops
- Recruitment guides for Hiring Managers
- Standardised forms and templates
- New reporting procedures

The implementation project had a rapid impact in improving efficiency and reducing errors and the improvement in the Recruitment team morale reflected the feedback from Hiring Managers and candidates on the improved levels of service.

This provided the platform for the implementation of the Stepchange Recruitment Tracking System.

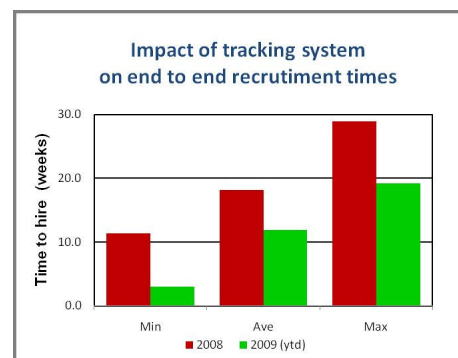
The implementation of the system, which has been specifically designed for NHS Trusts, started in April 2009.

Commencing with local configuration to meet East Kent's requirements, the project included setting up the standard templates and forms, establishing the approvals structure for requisitions and providing training to key members of the resourcing team.

The system was piloted during May and June and went live on 1st July 2009.

The Benefits

Measurement of the time to hire and other key performance indicators has shown the dramatic impact of the tracking system on the recruitment process.



Hiring managers are delighted with the system especially the ability to track the status of the recruitment process online.

The subsequent reduction in calls made by managers to check progress has freed up the recruitment resources to focus on delivering the recruitment service.

The measured overall time to hire has reduced by 6.2 weeks resulting in cashable savings to the Trust coupled with an improvement in the overall candidate experience.

Stepchange provides the solution

Please contact Stepchange to discuss a review of your recruitment process:

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