

London Borough of Lewisham Flexible Working & Job Timing Case Study



In 2003 the London Borough of Lewisham, one of the city's largest local authorities, implemented VisionTime to manage flexible working hours for its 450 office staff.

Then in 2008, the Council's door2door Transport Service wished to improve its method of scheduling work and recording staff attendance. This would benefit, parents, children and carers by the team identifying and resolving staffing issues as they occur.

This improvement in service delivery has now been achieved through the deployment of the VisionTime Job Timing module.



Objectives

- To improve service reliability
- Highlight late or non-arrival of staff in real time
- Show upcoming jobs on TV displays

Why FlexTime

- Trusted government supplier for 30 years
- Leader in flexible working
- Easy to deploy

Results

- Improved responsive service to parents and door2door service
- Staff at work identified in 'real time'
- Match vital skills
- Work schedules available for all to see
- Ability to record annual leave



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RESULTS

These TV screens also show each staff member's duties for that day in a clear, easy to understand format.

This assists the London Borough of Lewisham in living up to vital social commitments and expectations to its school and adult services as its buses are now running to timetable.

RESULTS

At the door2door service, VisionTime Job Timing highlights which employees have checked in to work, on large wall mounted TV screens and identifies staff not at work in real time

By using the skills match programme in VisionTime, an alternate and appropriate bus driver or Special Needs Attendant can immediately be allocated.



"We are very pleased with VisionTime. Staff can view their work schedules for the day. Managers have an up to date, visual check on staff, and the work schedule, at all times. Staff 'clocking' in and out of their shifts has been reflected in savings on overtime payments. The addition of recording annual leave has been a bonus."

Steve Marsh, London Borough of Lewisham