

A blurred background image of a woman with dark curly hair, wearing an orange top, sitting at a desk and typing on a silver laptop. The image is out of focus, emphasizing the text overlay.

Case Study

Bedford Borough Council

Zellis' MyForms enables efficient digital transformation.

Transformative digital HR and Payroll.

A major project for Bedford Borough Council enabled by Zellis.



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We wanted to move our practices into the 21st century!"

- Hayley Ashwell, Systems Administrator
HR & Payroll, Bedford Borough Council

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Bedford Borough Council have been working with Zellis for several years, and a big transformation project to move everything from paper to digital in 2018 to early 2020 meant that MyForms really came into its own. In fact, Bedford Borough Council now utilises over 50 MyForms (and counting) to assist them with all areas of the organisation.

We spoke to Hayley Ashwell, Systems Administrator HR & Payroll about how MyForms enabled fast and easy transition for this

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The screenshot shows the 'myview' HR portal interface. On the left is a navigation menu with items like 'Dashboard', 'My Pay Documents', 'My Details', 'My Leave & Attendance', 'New Leave Management', 'My Forms' (highlighted), 'Delegations & Responsibilities', 'My Expenses', 'My Authorisations', 'My Training', 'My Performance', 'MyView History', 'My Documents', 'Ask HR', 'My Benefits', 'My Discounts', and 'Money Helper'. The main content area is titled 'Part 1 - Your Details' and contains input fields for 'First Name', 'Surname', 'Date of birth' (with a calendar icon), and 'National Insurance Number'. Below this is 'Part 2 - Your AVCs', which has two sections: 'I wish to contribute' with a percentage input field and 'of my Pensionable Earnings each month as an AVC', and 'OR' followed by another 'I wish to contribute' section with a pound sterling input field and 'of my Pensionable Earning each month as an AVC'. 'Part 3 - Declaration' is partially visible at the bottom. At the bottom of the form are 'Clear', 'Save', and 'Submit' buttons. The top navigation bar includes 'Employee Search', a search icon, a notification bell with '31', a help icon, and a user profile icon.

Building the right chains from the start.

Hayley pointed out that the process was far from simple. But carrying out a large-scale project like this enabled the organisation to look at the processes with a fresh eye and redesign them from the top down.

By mapping out what you want to achieve in advance, you can create the right forms and chains which really generate change. Robust authorisation chains helped to cement the approval process and unlike paper forms, the authorisation is easily reportable. This satisfies any audit requirements, as you can easily see which form was authorised, when and by whom.

A scenic view of a green metal arch bridge spanning a river. The bridge has a classic arch design with a walkway and railings. The water is calm, reflecting the sky and the bridge. On the left bank, there are large trees with golden autumn leaves and a brick building. On the right bank, there is a grassy area with fallen leaves. The sky is bright blue with scattered white clouds.

Moving on from legacy systems.

Bedford Borough Council moved all their HR and payroll forms onto MyForms, making information gathering more convenient for everyone.



Reducing resources meant finding efficiencies and saving money and time

Bedford were going through fairly big restructures at the time of this project, and finding efficiencies were at the forefront of everybody's minds. "MyForms have enabled many transactional efficiencies for the business, they continue to do so as the needs arise as the forms are quick and easy to create and publish," Hayley said.

Digitising establishment control.

In the past, creating posts and then making changes to the roles would be cumbersome and involve several paper-based transactions – and equally only a paper-based audit trail. But Bedford has used MyForms to streamline the process.

“It’s now really easy to make changes to an existing post, whether you want to move it, change the grade, change the hours, change the reporting line manager line etc, that’s all gone on one form. We also use it to document post creations, all establishment control in one place and recorded, you can do an awful lot with just one form.”

MyForms is completely scalable.

Once the use of MyForms was implemented the council quickly found new ways of using it, which has eventually grown to their bank of over 50 MyForms which are in use from onboarding, and throughout the employment journey.

“During onboarding we use the MyForm for the HMRC Starter Declaration. During the many challenges and changing scenarios of COVID, we resolved many using MyForms; Declarations of social distancing or self-isolation and access to the building for those who needed it, it allowed us to keep a record during these changes while we were not seeing each other face to face. We also have MAT forms, return to work interviews, self certs, exit interviews, we now use it for everything. MyForms was easy to pilot and migrate any existing form.”

Removing steps that would have otherwise taken up time and resources.

Removing and reducing the number of steps in each process is one of the key benefits of MyForms. Forms can be sent directly to the person in question, bypassing unnecessary departments and completely removing the need for printing. Bedford have benefited from this in several diverse areas from sending parking opt-in forms directly to the parking team for creation of parking badges (rather than through HR), through to sending out employment contracts digitally, which are now a simple tick box acceptance (previously required to be sent through the post and returned).





Creative and Versatile


The entire workforce can now access MyView on their own devices.

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We've got forms on every single profile, onboarding, managers, manager ME side, and employee-based forms. We have them going to specific people, teams or roles in the establishment too, we find that really handy because sometimes you want them to go to your next available person in c-suite, so we use roles for that. Using the Authorisation Type or event notification on the post also allows us to move forms in different ways for different scenarios, profiles, groups or people. So far we've not found a process we cannot resolve."

- Hayley Ashwell, Systems Administrator HR & Payroll, Bedford Borough Council



A photograph of a stone bridge with a decorative archway, spanning a pond. The water is covered with green lily pads. The background shows trees and a clear blue sky. A dark blue banner is overlaid on the top left, and a red banner is in the bottom right corner.

**MyForms is
versatile and can be
used on all devices...**

... and it can be everywhere you and your employees could be.

“Since Covid, everyone has been forced down this route and everyone has to use a digital device. But three years ago, we had a number of front line departments who had not adopted MyView, as they were not office based. We’ve provided the resources and support to engage these users, who are now comfortably using MyView, even on their personal devices, any time and anywhere.”

In addition, MyForms is easy to use for everyone across the organisation, Hayley pointed out that no one had ever asked for help with using MyForms. And as the MyForms administrator and aggregator, Hayley is also impressed at its versatility for reporting. “Considering you wouldn’t expect a form that you can put anything into would be the easiest thing to report on, actually we know that our reporting works brilliantly for any MyForm,” she said.

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HMRC New Starter Checklist

This online form is in line with the HMRC New Starter checklist and is subject to change, in accordance with legislation.

Employee's personal details

First name *

Last Name *

Are you Male or Female? *

Date of birth *

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Employee's personal details

Employee Statement

Student Loans

Declaration

Clear

📄 Download

Save

Submit ✓

- Dashboard
- My Pay Documents
- My Details ▾
- My Leave & Attendance ▾
- New Leave Management
- My Forms**
- Delegations & Responsibilities
- My Expenses ▾
- My Authorisations
- My Training
- My Performance
- MyView History ▾
- My Documents
- Ask HR

Bedford Borough Council have now had over 15,000 forms submitted since launching in 2020. This means that 15,000 less pieces of paper have been printed.

If you would like more information on how using MyForms can enable efficient digital transformation in your organisation, don't hesitate to get in touch.

Thanks for reading our case study

Bedford Borough Council

Would you like to know more about our HR, payroll and self-service solutions?

Leave your details and one of our team will be in touch!