



## Dunedin Canmore Group

*Charlotte MacMillan, HR Systems Officer at the Dunedin Canmore Group, explains how implementing Select HR has benefited this not-for-profit organisation*

The **Dunedin Canmore Group (DCG)** is based in Edinburgh and was originally formed to carry out tenement rehabilitation work in the inner city back in 1975. The present day company is the result of the merger of Dunedin Housing Association and Canmore Housing Association in 2005. It now provides affordable housing for rent in Edinburgh and the surrounding areas, priding itself on its reputation as a thriving not-for-profit organisation with a compassionate, caring approach.

**Charlotte MacMillan**, HR Systems Officer, started working at DCG in 2000 and has seen many changes. She is now part of a team of 3 HR officers, an HR & Governance Executive, HR Assistant and Training Officer.



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HR Systems Officer  
Dunedin Canmore Group*

“DCG used to use a much smaller HR database,” she explains. “It was really too old to have all the functionality we needed so we embarked on a search for a new HR system by attending the HR Software Show back in June 2007. There were many suppliers at the show but we were particularly drawn to Select HR as the **software included a Bradford Factor Report as standard.**”

DCG’s absence information was originally held on a central spreadsheet. “The spreadsheet was very laborious and needed lots of ‘tweaking’ on a regular basis,” says Charlotte. “So it was very difficult to record accurate absence figures. As we had already instituted the Bradford Factor as a system for monitoring absence, **Select HR’s ready made report fitted the bill nicely!**”

Charlotte and the HR team (with input from their IT department) made the decision to purchase Select HR having obtained references from two other housing associations. They bought the software in January 2008 and since then have implemented self service for all their employees.

“Self service means that employees are responsible for updating their own records. It also helps managers keep an eye on absence trends and employees monitor their own absence. **It has really raised awareness of absence and how it impacts on the organisation,**” Charlotte points out.

“The Bradford Factor Report is only one of many standard reports that come with Select HR – many of which we did not have before. **We are now able to provide up-to-the-minute management information very quickly and can roll out reports of our choice to all the managers** using self service, if needed.”

“We also use the **CRB checks** on Select HR to help us keep up to date with this key area of the not-for-profit sector.”

“We are currently planning to put the **appraisal system online which will make the process much easier** and bring our records up to date. The notifications will also be a **useful memory jog for our managers!**”

“**Select HR is really easy to use!** We have been impressed with the standard of training and consultancy received – everybody is very professional and friendly. **The system is very user-friendly and has made my life much easier.**”

“**I am happy to recommend Select HR to other housing associations** – in fact, one has already purchased having viewed it at our premises!”

**“Select HR has really raised awareness of absence and how it impacts on our organisation ... I am happy to recommend Select HR to other housing associations!”**

*Charlotte MacMillan  
HR Systems Officer  
Dunedin Canmore Group*



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