

## **REPORT OF CABINET MEMBER FOR PERSONNEL AND PERFORMANCE**

### **KEY ISSUES AND ACTIVITIES**

1. The report seeks to update Members on various issues relating to the Personnel and Performance portfolio.

#### **Implementation of the Pay Strategy for school support staff**

2. The change to salary rates arising from the job evaluation exercise for school support staff has been completed. A letter was sent to Head Teachers at the end of the autumn term to advise them of the progress made to date. This has generated a small number of enquiries which are currently being addressed.
3. The job evaluation team are writing to all school support staff who are now in pay protection as a result of job evaluation to confirm which of the three protection options they have selected.
4. Previous reports have advised that 632 appellants have submitted further information by the given deadline. 13 additional appeals have been accepted due to various exceptional reasons for a submission being delayed. To date, 530 appeals have been evaluated and 351 have been considered at stage 1 by the Appeals panel. Employees have the opportunity for a second stage appeal where they can attend the panel and 111 employees have now indicated their wish to progress to the second stage of the appeal process. Plans are in place to ensure that the second stage panels are held in schools to minimise any disruption to children's education and the school day.
5. To date, in excess of 1639 offer letters have been issued and these will continue to be made on a rolling programme to affected employees over the coming months. Nine signing events have been held and a further eight events are planned to take place between now and the end of March; subject to the availability of ACAS to support the process.
6. Further information on new and changed jobs will be requested prior to February half term break and indicative grades continue to be issued to schools to ensure there is no delay in recruiting to vacant posts.
7. There have been 594 notifications from former school based employees requesting back pay arising out of the job evaluation exercise. When implementing stage one of the Job

Evaluation exercise, a commitment was given to make these payments and it is intended to follow the same line for school based support staff. It is intended to begin processing payments for these former employees once offers to the existing workforce have been completed.

### **Wellbeing and Attendance Management**

8. At the point of switchover from the Cyborg HR system to the Business Management System (BMS) at the end of November 2011; absence data on current employees and any historical absence data going back as far as April 2009 for these current employees was successfully migrated to the new system.
9. One of the immediate improvements arising from the BMS implementation is the capacity for managers to now record and report employee absence direct through the Manager's Self Service facility which should ensure comprehensive and timely reporting of absence across the council. Managers will also be able to access and monitor real time absence data on staff for whom they are responsible. Work is currently ongoing to make sure that managers understand their new responsibilities and support them in undertaking these activities.
10. Further work is currently in progress to validate the data transferred from one system to another and ensure that data for quarterly performance and trend reporting purposes is expressed in a consistent way which facilitates comparison with that previously reported. It is therefore anticipated that the sickness absence data for the third quarter of 2011/12, i.e. 31<sup>st</sup> October 2011 to 31<sup>st</sup> December 2011, the first to be produced from the BMS system, will be available by February 2012. This will be presented to Council together with an analysis of changes and impact arising.
12. Following positive evaluation of the Workplace Health Champions' pilot in the Adult Social Care, Health and Public Protection department; an initiative was launched in December 2011 to recruit Workplace Health Champions (WPHC) across the Authority. The champions will devote an hour a week to providing peer support to motivate colleagues at work to identify how they can make lifestyle changes which can have a positive effect on their health and well-being and attendance at work. The recruitment drive resulted in 12 of the staff who volunteered from different departments and job roles across the council being selected to become champions; supported by their managers. Training is planned for these volunteers in late January which will accredit them with the Royal Society for Public Health Level 1 qualification in Understanding Health Improvement.
13. Once trained Workplace Health Champions will have the knowledge and skills to:
  - Identify colleagues who are interested in starting to make lifestyle changes
  - Support and encourage individuals whilst making lifestyle changes
  - Access and provide Health and Well-being information and information about local Health and Well-being services

- Get involved with the Countywide Well-being events for NCC employees planned for 2012.

### **Business Management System.**

14. The Business Management System (BMS) is the Authority's integrated finance, HR, payroll and procurement system. It replaces the former Core Financial System (CFS), Marketplace and Cyborg systems and introduces a range of standardised, efficient business processes. BMS went live successfully on Tuesday 29th November 2011.
15. During the first month, users have processed 6500 shopping carts in the procurement module; 8580 payments have been made to vendors through Accounts Payable and 8482 sales invoices have been issued to customers through Accounts Receivable. The Employee Self Service (ESS) and Manager Self Service (MSS) modules have also been actively used. The majority of the interfaces from the new system to the remaining legacy systems have also ran at least once now.
16. The first payroll ran successfully using the new system in December with the change to on line payslips for staff with access to a computer.
17. The Business Support Centre have managed over 3000 calls from users covering a range of matters following go live. Predictably these queries began with system access/logging on queries; authorisation queries; organisation and position management queries and have now moved on to advice and guidance on processing transactions e.g. travel claims, requisitions, invoices etc.
18. The first financial period-end in the system ran successfully at the end of December, and January will see further payroll runs and increased usage of the system by staff as they enter pay and travel claims and by managers as they are required to record and monitor absences and approve pay and travel in the system. The first period of annual system maintenance also commences in January.
19. Work is now underway to consolidate the progress made so far and begin to plan and implement the next phases of roll out of the programme.

### **Corporate Performance Management**

20. To help develop a revised council-wide performance management framework for introduction in 2012, the authority is considering utilising a free peer review consultancy as part of the Local Government Association's (LGA) 'Taking the Lead' initiative.
21. Performance Improvement Board (PIB) are working on a corporate 'dashboard' comprising of a limited number of important performance indicators that can be monitored by senior management on a regular basis.
22. Work on TotalNotts, the new county-wide performance management computer software system continues to progress well, three months ahead of schedule. All key performance

information is now collected and reported through TotalNotts across the authority. Work is also progressing on using the system to manage the Corporate Risk Register.

#### **Solutions 4 Data**

23. In December I took the opportunity to visit the Solutions 4 Data team based in County Hall. This service comprises 10 staff including 6 staff in supported employment. It transferred to the catering & facilities management group in April and has been heavily involved in supporting the way we intend improving some of the back-office functions covering mailrooms, invoice scanning and eventually scanning incoming mail. They also carry out work on Braille translation, as well as delivering an external contract processing single person council tax eligibility. With the supported employment opportunities they offer I would like to see how these can be furthered enhanced within the facilities team.

#### **Trading Services**

24. The financial trading aspects across all service areas in my remit continue to remain on target.

**COUNCILLOR ANDY STEWART**  
**CABINET MEMBER FOR PERSONNEL AND PERFORMANCE**