

**29 March 2021**

**Agenda Item: 14**

## **REPORT OF THE DIRECTOR FOR TRANSFORMATION AND SERVICE IMPROVEMENT**

### **EXTENSION OF TEMPORARY POSTS IN THE DATA INPUT TEAM**

#### **Purpose of the Report**

1. The purpose of this report is to seek approval for the Adult Social Care and Health Department to continue to fund 5 full time equivalent (FTE) temporary Business Support Administrator (Grade 3) posts in the Data Input Team, for a period of 12 months from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022.

#### **Information**

2. The Data Input Team sits in the Council's Business Support function within the Chief Executive's Department. This team provides business support solely to the Adult Social Care and Health Department, in order to commission packages of care and support on the Council's social care case management system, Mosaic.
3. The Data Input Team has a permanent staffing establishment of 10 FTE Business Support Administrator posts. Where peaks in activity have occurred, the Adult Social Care and Health Department has funded additional temporary posts within the Data Input Team in order to undertake this work, to support operational teams and ensure the timely and accurate commissioning of packages of care and support.
4. In addition to the 10 FTE of staff within the permanent Data Input Team structure there are currently 5 FTE of temporary Business Support Administrators, whose contracts are due to expire on 31<sup>st</sup> March 2021.
5. As a result of Covid 19, the Data Input Team has continued to experience a high workload. The reasons for this include the move to ensure that social care staff were available to support discharges from hospital seven days a week during the early stages of the pandemic; the need to modify the work flow in Mosaic in order to support the department's emergency response to the pandemic; and in line with national guidance, the need to review all packages of care and support that were funded by Health between 19<sup>th</sup> March and 31<sup>st</sup> August 2020.

6. The Adult Social Care and Public Health Service Improvement Programme for 2021/22 to 2023/24 was approved by the Adult Social Care and Public Health Committee on 11<sup>th</sup> January 2021. The Programme includes a Simplifying Processes project, the purpose of which is to make sure that the department's processes are easy to use, fit for purpose and support a strengths-based approach. The Simplifying Processes project's overall aim is to reduce the amount of time staff spend completing forms and processing information and increase the time spent having strengths-based conversations with people. It is anticipated that as an outcome of this work the time taken to commission packages of care and support in the Mosaic case management system will reduce.
7. Funding the 5 FTE temporary Business Support Administrator (Grade 3) posts within the Data Input Team for a further period of 12 months will allow the department to fully implement the benefits of the Simplifying Processes project. The cost of the extension of the posts, which will be funded through departmental reserves, is £131,062.

### **Other Options Considered**

8. An alternative option would be to allow the current temporary contracts to expire on 31<sup>st</sup> March 2021. However, this approach would compromise the quality of information in the Mosaic system, which in turn would have a detrimental impact on the accuracy of the invoices sent to the people the Council supports who contribute towards the cost of their support; the department's ability to pay providers in a timely way; and on the department's budget monitoring capability.
9. Extending the temporary posts for a period of six months only has also been considered, however, it is unlikely that the full benefit of the Simplifying Processes project will have been realised within that time scale.

### **Reason for Recommendation**

10. Funding the 5 FTE temporary Business Support Administrator (Grade 3) posts within the Data Input Team for a further period of 12 months will allow the department to manage the current high workload being experienced by the team, while the benefits of the Simplifying Processes project are being fully implemented.

### **Statutory and Policy Implications**

11. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Financial Implications**

12. The cost of extending the funding for the 5 FTE temporary Business Support Administrator (Grade 3) posts within the Data Input Team for 12 months from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 is £131,062.

13. The extended posts will be funded from departmental reserves.

### **Human Resources Implications**

14. The Business Support function will look to extend the temporary contracts of 5 FTE of the temporary Business Support Administrator posts already working in the Data Input Team for an additional period of 12 months until 31<sup>st</sup> March 2022. Extending the temporary posts for a further period of 12 months may mean that the postholders have more than two years' service with the Council and will therefore have accrued certain employment rights which will need to be managed in line with the Council's employment procedures. Where any temporary Business Support Administrator colleagues have already acquired an alternative post the Business Support function will recruit to the remaining Data Input Team posts on a temporary basis.

### **Smarter Working Implications**

15. Although the post holders would ordinarily be office based, due to the current emergency response to the pandemic the expectation is that post holders will continue to be home working based.

### **Implications for Service Users**

16. Continuing to fund the 5 FTE temporary Business Support Administrator posts in the Data Input Team, for a period of 12 months from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022, will allow the department to ensure the timely and accurate commissioning of packages of care and support for the vulnerable people the Council supports.

## **RECOMMENDATION**

- 1) That Committee approves the extension of the funding for 5 FTE Business Support Administrator (Grade 3) posts in the Data Input Team, in the Council's Business Support structure within the Chief Executive's Department, for a period of 12 months from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 at a cost of £131,062.

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### **Constitutional Comments (EP 11/03/21)**

17. The recommendation falls within the remit of the Adult Social Care and Public Health Committee by virtue of its terms of reference.

### **Financial Comments (OC20 17/03/21)**

18. The financial implications are summarised in **paragraph 12**. The extension of 5 FTE Band 3 DIT posts for 12 months is at a cost of £131,062. This will be funded by departmental reserves.

### **HR Comments (SJJ 15/03/21)**

19. The HR implications are detailed in **paragraph 14**.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

[Adult Social Care and Public Health Service Improvement Programme for 2021/22 to 2023/24 - report to Adult Social Care & Public Health Committee on 11th January 2021](#)

### **Electoral Divisions and Members Affected**

All.

ASCPH760 final