

EAST HERTS COUNCIL

HUMAN RESOURCES COMMITTEE – 3 OCTOBER 2018

REPORT BY HEAD OF HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT

SHARED INTERNAL AUDIT SERVICE – REPORT UPDATE

WARD(S) AFFECTED: NONE

---

**Purpose/Summary of Report**

- Update on the Shared Internal Audit Service’s (SIAS) report on Payroll Self-Service (Annual Leave) 2017/18

**RECOMMENDATIONS FOR HUMAN RESOURCES COMMITTEE:**

**That:**

<b>(A)</b>	The update be noted

**1.0 Background**

The Chief Executive commissioned SIAS to review the implementation of the self-service annual leave recording process; to capture its successes, issues raised and lessons learned.

**2.0 Report**

2.1 SIAS conducted the audit in March 2018; 11 months after the rollout of MyView the new HR self-service portal began. The theme of the audit was to ensure that the information entered on MyView by Officers and Managers was accurate for new and historical leave. The sample included leavers and existing

employees.

- 2.2 The auditor reported on a number of issues that arose during implementation of the new system and identified that Human Resources were already aware of or had resolved the issues.
- 2.3 The Human Resources team have learnt a number of lessons during the implementation of the MyView including the need for continued training and support for all users which the service is committed to.

### **3.0 Progress Made**

- 3.1 The Human Resources Officers continue to work closely with senior managers to support them in managing the HR processes correctly through MyView. The users are now inputting annual leave, paid, unpaid and flexi leave into the system and managers are recording sickness absence accurately through MyView.
- 3.2 HR have been running bitesize training sessions on MyView since the launch in April 2017 for all users and a targeted training programme was designed to support managers when the sickness absence module was launched in April 2018.
- 3.3 The Audit highlighted the need for the training to be on-going to provide continual support for the users, and HR officers continue to provide that necessary training.
- 3.4 HR have provided one to one support for all users since the launch of MyView, on request, when employees have had issues understanding the system or they may have needed assistance entering their annual leave/flexi or paid leave. This support continues.
- 3.5 The user guides are continuously reviewed by Human Resources to ensure they are up to date and fit for purpose. They are available to all employees on the intra-net.

- 3.6 Human Resources use the Council's weekly Connect Newsletter to advise employees of any changes to the user guides or the MyView processes.
- 3.7 Human Resources will be carrying out a randomised monthly audit of 8 Officers per month; which equates to 29% of the workforce each year. The audit will look at the accuracy of the various absences being inputted into MyView. If the audit raises any issues or concerns then a more in-depth audit will be considered.

#### **4.0 Implications/Consultations**

- 4.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

#### Background Papers

None

Contact Officer: Kate Leeke, Head of HR and OD  
01279 502141  
[kate.leeke@eastherts.gov.uk](mailto:kate.leeke@eastherts.gov.uk)

Report Author: Helen Farrell, HR Officer  
01992 531633  
[helen.farrell@eastherts.gov.uk](mailto:helen.farrell@eastherts.gov.uk)