

East Herts Council Report

Human Resources Committee

Date of Meeting: 21 September 2022

Report by: Head of HR and Organisational Development

Report title: HR and Payroll Team Update Report

Ward(s) affected: N/A

Summary

RECOMMENDATIONS FOR HUMAN RESOURCES COMMITTEE:

A. To note the HR and Payroll Team Update Report

1.0 Proposal

1.1 This report provides an update on key areas the HR and Payroll team have been working on during Quarter 1 of 2022/23 (April to June 2022).

2.0 HR Team

2.1 Simon O'Hear, Head of HR is currently off work on long term sick leave, which commenced in July 2022. An Interim Head of HR; Elly Starling has been appointed to provide strategic support and guidance to the Executive Team and HR Team in Simon's absence. Elly has a wide and varied experience of HR and OD roles at a senior level in local government.

3.0 Payroll Service

3.1 Payroll continues to deliver its primary mission of ensuring all

Staff, Councillors and Contractors on Payroll are paid accurately and on a timely basis.

- 3.2 Payroll processed all year end statutory requirements for the 2021/22 financial year to HMRC and LGPS Pension provider which included balancing to the general ledger and closing down the ResourceLink system then worked with IT to install the 2022/23 new financial year service pack on the test system which they fully tested before agreeing to install on the live system to begin the 2022/23 monthly processing. The pension year end return that payroll processed was in a different format to previous years which was challenging due to the complex calculations required to ensure pension records are correct for different circumstances like maternity/sick and unpaid leave.
- 3.3 Payroll processed a separate election payroll for the Sawbridgeworth Parish ByElection.
- 3.4 Payroll processed P60's for all Staff and Councillors for the 2021/22 tax year then released onto 'My View' also processed and printed P60's for the Election payroll which were posted to the 562 individuals on the payroll.

4.0 Learning and Development

- 4.1 The HR Quarterly Management Statistics Report provides the data and details regarding the learning and development events from April to June 2022.
- 4.2 Employees continue to complete the revised mandatory e-learning courses that went live in December 2021:
- Data Protection Briefing 2021/22
 - Fire Safety 2021/22
 - Email Etiquette 2021/22
 - Safeguarding 2021/22

- Diversity and inclusion in the workplace 2021/22
- Lone Working (for selected officers identified as lone workers)

4.3 A programme of Resilience Workshops for both staff and managers commenced in April 2022, presented by the training organisation - Art of Brilliance. 20 managers attended a half day workshop – Leadership Reboot in June 2022 and approx. 65 staff attended 3 x 1 hour resilience workshops in April, May and June. The sessions were: *Art of Being Brilliant, The Why Factor and Mindfulness*. Recordings of the 1 hour sessions were also made available on the intranet for staff to view. Feedback was very positive from all who attended, with some staff providing testimonials to this effect.

The programme of 1 hour workshops continues up to December 2022, with a session per month (excluding August).

4.4 The Information Governance and Data Protection Manager, Tyron Suddes delivered training to employees on Data breach. Three sessions were held in quarter 1, and eighty-three employees attended

4.5 Our Corporate Induction took place in June 2022. The event was delivered virtually through Zoom by Jane Mackie, HR and OD Manager. Seven employees attended.

4.6 In quarter 1 training was delivered on Sustainability by David Thorogood, Environmental Sustainability Co-ordinator. Thirty-one employees attended over three sessions.

5.0 Human Resources Update

5.1 East Herts Together (EHT) Development Update

The East Herts Together Group has continued to meet on Zoom due to differing work patterns of group members in

terms of home/office days.

- 5.1.1 The Core Staff and Management Competencies and redesigned PDR process including the competencies and 360 feedback (for managers only) were rolled out for the 22/23 PDR cycle. The appraisal period was extended to the end of June 2022 to allow the new process to be implemented. The HR and OD Manager is now reviewing the individual training needs from the PDRs to inform the training plan for 2022/23.
- 5.1.2 The one page plan has been updated for 22/23.
- 5.1.3 The EHT group agreed and implemented a revised recognition scheme which moved from monthly to quarterly awards with 4 categories covering each of our values and a change champion. There will also be an annual awards ceremony sponsored by the council's larger contractors.
- 5.1.4 The Transformation Programme Manager has joined the EHT group and attended the last meeting to give an update on the Transformation Programme. The intention is that the Transformation Programme will be a regular item on the EHT agenda with the group giving feedback and suggestions as well as supporting some of the actions.

5.2 Recruitment

5.2.1 Applicant Tracking System (ATS)

HR implemented the ATS system with Webrecruit on 1 August 2022. The council's careers site with Webrecruit is live through which applicants can view our vacancies and apply via the ATS. There is an automatic redirect from our website to the careers site. We are also using online job board credits with Web Recruit. Most managers have been trained on how to use the system by Web Recruit and the HR team will provide day to day support for managers using the system. Unfortunately, we

have had to go live without name blinding as it became apparent during testing that the name blinding technology was causing some key data to be lost from CVs. We are waiting for Web Recruit to explore some different name blinding technology.

5.3 HR Services provided to external organisations

The HR team continue to provide HR support to Hertford and Ware Town Councils. The team are currently supporting Ware Town Council with some complex casework.

Hertford Town Council have quarterly manager surgeries and are being supported under the revised offer. The HR team have supported HTC with a variety of queries.

Borough of Broxbourne Council (District Council) has requested considerable support with case work and a TUPE transfer. The HR Manager, Jane Mackie has provided much of this support. Clarie Kirby, HR Officer had started the process of reviewing BCC HR policies – with approx. 6 policies reviewed. Gill Coleman is providing ongoing telephone payroll advice. This is all being charged at the new revised pricing structure.

6.0 Casework

6.1 Support has been provided by HR on a number of cases in terms of disciplinary, absence and capability.

7.0 HR and Payroll System Development

7.1 The HR Officer is still finalising sickness absence on the system to ensure it is recorded and managed in hours rather than days. There have been delays with this due to other work priorities.

7.2 IT have been liaising with Zellis on installing BAM (Business alert manager) which allows for date triggered notifications and emails which will improve efficiency and stop the need for manual processes.

7.3 The HR Officer has continued working with the provider on developing the overtime module on My View to allow employees to submit claims through the online portal which will cease the paper process. This did not unfortunately progress as hoped so has been paused until further updates can be provided and also as LT want to review Overtime as covered in the Annual HR and OD Plan.

8.0 Options

N/A

9.0 Risks

N/A

10.0 Implications/Consultations

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

No

Financial

No

Health and Safety

No

Human Resources

Yes – as described in the report

Human Rights

No

Legal

No

Specific Wards

No

11.0 Background papers, appendices and other relevant material

N/A

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