What can ESR do for you as a HR director?

Welcome to the webinar.

The webinar will start shortly.

If you have any difficulties in dialling into the webinar please call the events team on 0844 800 5987
What can ESR do for you as a HR director?

Chair
Steven Weeks, Policy Manager, NHS Employers

Speakers
Chris Heward, Workforce Planning & ESR Senior Business Partner, Birmingham Community Healthcare
Paul Spooner, Programme Director, NHS ESR Programme
Lee Pacey, Director of Development & Operations, NHS ESR Programme
ESR HRD’s Webinar

Chris Heward
Workforce Planning & ESR Senior Business Partner
Birmingham Community Healthcare Trust

(& ESR National User Group Chair)

World-class People Management for a 21st Century NHS
THE WEBINAR:

What is ESR
- Strategic Overview

Main elements
– how they work together
What Is ESR?
Strategic Overview
Background and Context

- The World’s largest integrated HR/Payroll system and implementation

ESR is the Integrated Workforce Solution for the NHS in England and Wales
ESR can help deliver your QIIPP agenda – and more

“…. director of corporate affairs, said the trust was introducing simpler electronic forms for reporting staff leavers ……..”
Components of a Whole Solution

Integrated components
NOT bolted on ‘after-thoughts’
User Groups

Your contact with the ESR community is with the Regional user groups.

Each of the SHA regions should have a **Regional User Group** as well as **Regional Special Interest Groups** covering each of the main ESR functionality areas:

- Payroll
- Finance
- HR & Recruitment
- Oracle Learning Management (OLM)
- Self Service
MAIN ELEMENTS
How they work together
Electronic Staff Record

Self Service
- Reports
- Employee Updates
- Absence Calendar

Workflow
- HR & Rec
  - Employment Checks
  - Occupational Health
- Learning
  - E-Learning
  - Competencies
  - E-mails
- Payroll
  - Pensions
  - Benefits & Deductions
- Workstructures

Reports

Interfaces
- BACS
- e-Recruitment
- Occupational Health
- Time and Attendance
- NHS Pensions
- GMC / NMC
- Deanery
- Active Directory
- Finance GL

World-class People Management for a 21st Century NHS
ESR Continuous Improvement

Recent ESR Developments available now – based on user requests from the large user group base.

For example…..

Absence Management:
- Absence Information
- Absence Calendar
- Absence Notifications

Compliance Matrix:
- Mandatory Training compliance
Existing ESR Functionality you need to be aware of:

- Recruitment - NHS jobs
- Inter Authority Transfer (IAT)
- Registration Authority - Identity management
- Position based Control
  - Connecting for Health
  - Vetting & Barring requirements
  - Qualifications
  - Professional Registration
  - Training (Competences)
- Self Service
  - Absence Calendar
  - Notifications
- Employee Relations
  - Recording grievances etc.
- Occupational Health Interface
- Performance management Plans
- Deanery Interface

World-class People Management for a 21st Century NHS
### Sickness Recording

- **Absence Status:** Confirmed
- **Absence Type:**
- **Absence Category:**
- **Absence Reason:**

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Start Time</th>
<th>End Date</th>
<th>End Time</th>
</tr>
</thead>
</table>

**TIP:** Start Date is required.

### Days Hours

<table>
<thead>
<tr>
<th>Total</th>
<th>Hours</th>
</tr>
</thead>
</table>

- **Replaced By:**
- **Hours Lost:**
- **Sessions Lost:**
- **AFC First Period Hours Override:**
- **AFC Last Period Hours Override:**
- **Work Related:**
- **Third Party:**
- **Disability Related:**
- **Violence and Aggression Related:**
- **Notifiable Disease:**
- **Return to Work Discussion Date:**
- **Occupational Health Referral Date:**
- **HR Intervention:**
- **HR Intervention Date:**
- **HR Manager:**
- **Final Interview Date:**
- **Surgery Related:**
- **DH Monitoring:**
- **Migrated Absence:**

**World-class People Management for a 21st Century NHS**
Electronic Staff Record

- Replaced By
- Hours Lost
- Sessions Lost
- AfC First Period Hours Override
- AfC Last Period Hours Override
- Work Related
- Third Party
- Disability Related
- Violence and Aggression Related
- Notifiable Disease
- Return to Work Discussion Date
- Occupational Health Referral Date
- HR Intervention
- HR Intervention Date
- HR Manager
- Final Interview Date
- Surgery Related

World-class People Management for a 21st Century NHS
Absence Notifications

• Absence > 8 days
• Absence > 28 days
• Absence > 10 months
• Absence ended more than 7 days
  without Return to Work Interview date recorded

Notification To Occupational Health when Occ Health referral date entered.
## Individual Competence Compliance

**Employee Name:** NC_Mgr1,  
**Employee Number:** 20000052

**Percentage Compliance:** 16.7%

**Assignment:** 20000052-2 - Medical Secretary (NH3) - A&E Administration

<table>
<thead>
<tr>
<th>Competence Name</th>
<th>Low Level</th>
<th>Required</th>
<th>High Level</th>
<th>Required</th>
<th>Essential Level</th>
<th>Attained</th>
<th>Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS</td>
<td>KSF</td>
<td>Biomedical Investigation and Intervention HWB8</td>
<td>Health and Wellbeing</td>
<td>1</td>
<td>1</td>
<td>N</td>
<td>No Expiry</td>
</tr>
<tr>
<td>NHS</td>
<td>KSF</td>
<td>Development and Innovation G2</td>
<td>General</td>
<td>1</td>
<td>1</td>
<td>N</td>
<td>No Expiry</td>
</tr>
<tr>
<td>NHS</td>
<td>KSF</td>
<td>Financial Management G4</td>
<td>General</td>
<td>1</td>
<td>1</td>
<td>N</td>
<td>No Expiry</td>
</tr>
<tr>
<td>NHS</td>
<td>KSF</td>
<td>Information Collection and Analysis IK2</td>
<td>Information and Knowledge</td>
<td>2</td>
<td>2</td>
<td>N</td>
<td>21-Aug-2012</td>
</tr>
<tr>
<td>NHS</td>
<td>KSF</td>
<td>Knowledge and Information Resources IK3</td>
<td>Information and Knowledge</td>
<td>1</td>
<td>1</td>
<td>N</td>
<td>No Expiry</td>
</tr>
<tr>
<td>NHS</td>
<td>LANG</td>
<td>British Sign Language</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHS</td>
<td>MAND</td>
<td>Mental Capacity Act - 3 Year</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHS</td>
<td>MAND</td>
<td>Moving &amp; Handling Module A - 3 Year</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key**

- Green: Compliant with three months or more left
- Yellow: Compliant with less than three months left
- Red: Not Compliant (may be expired or at a lower level or has never had the competence, check expiry date and level attained to see which)
- Blue: Has the competence but it is not required

'No Expiry' in the expiry date field means the Employee has the competence without an end date i.e. Competence is required once only.
ESR Continuous Improvement

Future ESR Developments
For example…..

Introduction of ESR BI
(ESR Business Intelligence)

• Programme always looking to deliver best possible solution;
• Agreement reached with Oracle to buy licences for OBIA – their BI reporting solution;
• Deployment - April 2013;
• More details in the third Webinar
Introduction of Business Intelligence

Dashboards

- Home ‘landing point’ Dashboard
- ‘Drill down’ to specific topic areas
  For example Learning

Illustrations >
MAIN ELEMENTS
How they work together
to give savings…….
Cash Releasing Savings

- NHS Jobs – less recruitment admin activity
- Shared Services
- RA – Identity management. Streamlined ID checks and Smart card management
- New starters – automatic ESR access
- E-Learning access
  - National NHS learning reduced learner travel, trainer/room resource, data entry (employee record automatically populated from NLMS)
- Oracle Learning management / Self Service
  - Employee/Manager self enrolment – reduced admin
  - Instructors updating attendance

http://www.electronicstaffrecord.nhs.uk/esr-benefits/
Development Linked to Deployment

e-Learning Completions in NLMS (ESR e-Learning)

Aug-Oct 2012 **252,196** e-Learning classes completed **18.14%** of all learning recorded in ESR

**97,956** employees accessed e-learning in 3 mths to 17th Jan 2013 (out of **769,191** registered users)

Total **212,375** Employee Self Service Users

NHS Confidential
Areas where Cash releasing Savings Possible – cont’d

• Self Service
  – No double typing
    • Employees updating personal details
    • Managers updating assignment changes
      – hours changes, End Employment
      – Reduced Overpayments
  – Data validation
    • employees and managers spotting errors
  – Reduced calls to HR/payroll (payslips on-line)
  – Notifications (alerted by email) – reminders of expiries
    (Prof Registrations, PDR etc..)
  – Electronic Staff Record – less need for paper files
Reprocurement - ESR 2

ESR has a continuing development programme.

Opportunity with Re-procurement of ESR….

http://www.electronicstaffrecord.nhs.uk/reprocurement/
Reprocurement - ESR 2

- Current contract with McKesson ends **Aug 2014**
- Current service & development schedule continues during the re-procurement period.
- OJEU Tender later this year
  - Prior Information Notice issued by DH for ESR and Pension Administration
- Dept of Health supports the re-procurement based on the continued central payment for ESR
- New NHS organisations will use ESR (Commissioning Board, Health Ed. England (incl LETB’s), National Trust Dev. Authority & Public Health England already being set up.)
- Social Enterprises, Clinical Commissioning Groups, Commissioning Support Services – all successor bodies – are expected to use ESR.

**Further detail in the third HRD Webinar**
Further Information

http://www.electronicstaffrecord.nhs.uk/home/

http://www.electronicstaffrecord.nhs.uk/contact-us/account-managers/

World-class People Management for a 21st Century NHS
QUESTIONS?