Report

Report to:	**Corporate Resources Committee**
Date of Meeting:	**28 October 2009**
Report by:	**Executive Director (Corporate Resources)**

| Subject: | **People Connect Progress Report** |

1. Purpose of Report

1.1. The purpose of the report is to:-

   ♦ advise Committee of the progress made in implementing Human Resources
   Management System (HRMS) Self Service throughout South Lanarkshire
   Council, Lanarkshire Valuation Joint Board (LVJB) and South Lanarkshire Leisure

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

   (1) that progress to date be noted.

3. Background

3.1. A business case on the benefits of HR Self Service was developed by
   representatives from Personnel and Finance and Information Technology Services
   during the first quarter of 2008. This was presented to the Corporate Resources
   Committee on 7 May 2008 and approval to begin the project was granted. The
   business case strongly advocated the benefits of a dedicated Project Team and the
   team was established during the summer of 2008.

3.2. The requirement to implement HR Self-Service to support the delivery of modern HR
   policies features in the Council's People Strategy, 'Connecting through People'.
   Under the Council Value, 'Accountable, effective and efficient', we have identified the
   implementation of self service as one of the ways in which we can seek to develop
   and improve services.

4. Progress to date

4.1. The Project Steering Group (PSG) continues to meet monthly and, to date, there
   have been 13 meetings held.

4.2. An Implementation Group was established on 11 November 2008, and has been
   meeting weekly as a sub group of the PSG. This Group facilitates ongoing
   discussion and testing of the system and will continue to do so until the end of the
   project.

4.3 An Organisation Learning Management Group was set up in May 2009 as an
   additional sub group tasked with the review and testing of the training administration
   aspects of People Connect.

4.4   The Training Strategy commenced in January 2009. This entailed group briefings delivered by members of the Project Team to all Resources and utilising online user packages. Both user briefing and online learning content has proved to be effective in giving employees an understanding of the new system. Later groups of non pc using staff will require differing training/briefing events to meet their needs. Planning and consideration of this is underway.

4.5   The Communication Strategy was formally launched in the New Year and there have been various articles in The Works providing employees with information on dates for roll outs, the functionality of the system and what this means for employees and managers. The dedicated intranet site has been live since February 2009 and is the main source of information which includes all communications; personnel circulars; management bulletins; handy hints; training information; frequently asked questions and contact details for the project team. This site has been well used to date and supports the delivery of training briefings for new users. There were over 14,000 hits at the end of June and 11,000 at the end of July.

4.6   The establishment of the manager/supervisor hierarchy was included in the roll out to employees in the phases below, this enables transactions such as absence, expenses, overtime and training requests to be routed to the correct manager for approval.

4.7   The project has been divided into 4 phases of roll out, starting with those with dedicated pc access and culminating with those with little or no direct access to a pc. Phase 1 was successfully launched in February 2009 and involved around 1,300 employees across all Resources. Phase 2 was launched in June 2009 and ensured another 3,400 employees gained access to the system over all Resources.

4.8   Employees and Managers in phase 1 and 2 can view and update basic employee details which include name, address, telephone number, e-mail address and emergency contact details. Managers and employees can also view but not update salary information, absences and PDR outcomes. Employees also have access to their own payslip.

4.9   A pilot for Elected Members was undertaken during June 2009 with approximately 13 members participating. Training and roll out has commenced for the remainder of the Elected Members and all members should be using People Connect by the end of October 2009 to gain access to their personal records including viewing their own payslip. There is currently no requirement for additional functionality for this group.

4.10   A pilot was held in Calderside Academy in June 2009 in order to prepare for the roll out to schools employees due around October/November 2009. This involved approximately 20 employees, with an additional pilot of all school employees at this and two other Learning Communities being held in September 2009. Non school employees and Libraries staff are due to go live in October 2009.

4.11   Wave 2 functionality was released on 24 August 2009 to the majority of phase 1 and 2 employees with the exception of employees in South Lanarkshire Leisure non-HQ and Education HQ. This will include allowing employees to request all types of leave; submit expense claims and training requirements and allow managers to authorise such requests.

5.   Next Steps
5.1.   Phase 4 employees (those employees who have no access to a PC) are due to go-live in Q1 2010. The project team is considering the roll out of People Connect to

employees who have limited or no access to a computer. Some examples currently under discussion include use of administrators for data input and communal use kiosks that specific groups of employees would have access to.

6. Employee Implications

6.1. None.

7. Financial Implications

7.1. Expenditure in connection with the communication and training strategies will be met from the project budget.

8. Other Implications

8.1. None.

9. Equality Impact Assessment and Consultation Arrangements

9.1. An initial equality impact assessment has identified the need to capture monitoring information on the new processes. An action plan will be developed to do this and a full assessment will be carried out within 12 months if required.

9.2. A demonstration of People Connect to the JTUC Executive was held in January 2009. Consultation is ongoing with the Trades Union and the Resources as the functionality is developed. An update will be presented to the JTUC on 7 October 2009.

Robert McIlwain
Executive Director (Corporate Resources)

29 September 2009

Link(s) to Council Objectives

♦ Sustainable development
♦ Accountable effective and efficient
♦ Excellent Employer

Previous References

♦ Corporate Resources Committee - HR Self-service Business Case - 7 May 2008
♦ Corporate Resources Committee - People Connect Progress Report - 20 May 2009

List of Background Papers

♦ Oracle HR Self-service Business Case

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-
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