

West Midlands Competency Event



The Workforce Information Group Committee, from left to right: John Tidmarsh, Fiona Grove, Sarah Race, Alan Duffell, Paula Dabbs and Colin Holden

In June, the West Midlands OLM Special Interest Group (LSIG) took part in a conference to promote the use of competencies to measure workforce skills. The event was organised by the regional Workforce Information Group and was chaired by Deidre Kelley-Patterson, Head of the Centre for Study of Policy and Practice in Health and Social Care.

Under the banner of Investing for Health, NHS West Midlands has identified key areas of joint working across all the health and social care services. One of these is Workforce Transformation. Its objective is to develop new ways to plan and deliver the large-scale workforce and skills change needed to support the development of care closer to home.

This will help ensure that the local health economy has a suitably trained and equipped workforce, able to adapt to the changing needs of the healthcare service, and be flexible enough to work under a range of care settings in line with the changes in models of care that are starting to take place.

One key outcome is the ability to assess workforce capability for the future. In order to help achieve this, 'competencies' were identified as the most appropriate tool to do this, but this message needed to be effectively communicated to a wide range of people across the West Midlands region.

Over sixty delegates from organisations in the West Midlands attended the event at University Hospitals Coventry and Warwickshire. They came from a variety of functions including Human Resources, Workforce Planning and Training and Development. The aim was to provide participants with:

- Improved understanding of the competency frameworks available and the linkages between them
- Knowledge of where to capture and record competency, e.g. ESR, eKSF
- The added value benefits in doing so, e.g. workforce planning
- Experience of worked examples, putting it into practice

There were a range of speakers at the event including Caroline Donovan from the West Midlands Deanery, Jane Fish from Clinicienta, Andrea Watwood and Elise Sheppard from

Skills for Health, Roger Whittaker and Sarah Race from the Strategic Health Authority, and Chris Heward, Oracle Learning Management Local Special Interest Group (OLM LSIG) Chair.

Feedback from delegates was extremely positive and the Workforce Information Group is now hoping to build on the success of the event and the interest it has raised. A series of workshops taking place around the region are now being organised to show users how to use the tools that are available and the OLM LSIG will continue to discuss and promote the use of competencies at its six weekly meetings.

A number of other projects are already underway, or planned, that look at how Competencies can be used to measure workforce skills and Skills for Health are starting to work more closely with local organisations.

Further information about the event can be obtained from Shirley Young, Account Manager Lead for the West Midlands on shirley.young@dh.gsi.gov.uk. Copies of the presentation slides can be found on Kbase: <http://esr.knowledgebasesolutions.com>

Integrating Identity Management Summer Roadshows

During June and July, the ESR Central Team joined the NHS Connecting for Health Access Control Team for a series of nine HR/RA and Integrated Identity Management roadshows for the NHS across England. The roadshows aimed to inform both the Registration Authority (RA) and HR communities about the very latest developments in the Integrated Identity Management programme of work.

Facts and figures:

- Roadshows took place in Newcastle, Leeds (two roadshows), Birmingham (two roadshows), Bristol and London (three roadshows)
- A total of 775 delegates attended the roadshows
- Both the HR and RA communities were well represented, and were joined by

colleagues from Information Governance, IT, ESR and other directorates

Each of the nine roadshows consisted of introductory information to get everyone up to speed on the work so far. These were followed by a series of workshops about HR/RA integration, the positions based access mapping, the new User Identity Manager tool (UIM), the ESR interface to UIM and a question and answer panel where delegates got their chance to put both teams on the spot with their Integrated Identity Management queries.

Questions and answers from all sessions have been incorporated into a Frequently Asked Questions section and are available from the ESR website www.esrsolution.co.uk/iim.

Next steps

14 NHS organisations have been selected to pilot the UIM and ESR Interface to UIM. Read more about this on page 4.

Planning for a second round of roadshows is already underway. These roadshows will again be based in SHA regions across England and will focus on more operational aspects of UIM and the ESR Interface to UIM – including lessons learned from the pilot sites and a chance for delegates to try out the new technology available.

Recording the Mandatory NHS Employment Checks in ESR

Introduction

The NHS Development Team has made a number of enhancements to ESR to support the NHS Mandatory Employment Checks.

New forms have been developed to improve the User experience when recording the mandatory NHS Employment Checks and recording data relating to the Verification of Identity.

The new forms have been developed in collaboration with the Registrations project and will be available as part of Release 5.7 in October 2009.

Background

NHS Employers has developed a set of six mandatory NHS Employment Check Standards, in conjunction with the Department of Health and employers in the NHS. The standards include those checks that are required by law, those that are Department of Health policy and those that are required for access to the NHS Care Records Service.

The six employment checks are:

1. Verification of Identity
2. Right to Work Checks
3. Registration and Qualifications
4. Occupational Health
5. Criminal Records Checks and Independent Safeguarding Authority Vetting and Barring Checks from October 2009
6. Employment History and References

The Healthcare Commission will be assessing trusts against these standards.

The Employment Check Standards are mandatory for all applicants for NHS positions (prospective employees) and staff in ongoing NHS employment. This includes permanent staff, staff on fixed-term contracts, temporary staff, volunteers, students, trainees, contractors and highly mobile staff supplied by an agency.

Employers must record the outcome of all pre-employment and on-going checks, using the Electronic Staff Record

(ESR). These checks are also part of the Information Governance and Assurance Standards linked to the use of the NHS Care Records Service (NHS CRS).

Form 1 - Recording Employment Checklist Dates

A new 'custom' form called 'NHS Mandatory Employment Checklist' has been developed to simplify and improve the end user experience. The form is intended to streamline and accelerate the NHS Employment Checks process while at the same time implementing validation rules to guarantee data quality.

This form will allow ESR users to navigate quickly and easily to employment check information that must be reviewed as part of the NHS Employment Checks process by accessing the 'view details' button.

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The existing Employment Checklist and other forms (such as qualifications or references) can also be accessed from this new form and the data entered. This new form provides a single point to check the key pre-employment checks have been undertaken.

Form 2 - ESR and recording employment checks – Verification of Identity

Verification of Identity is one of the six mandatory employment checks but is not currently supported by ESR. Two new forms have been developed to address this:

- Verification of Identity on Recruitment
- Verification of Identity on Hire

Both forms are identical and will enable the verification of identity to be done at both the interview and subsequent hire stage.

In addition, completion of the form at the 'Hire' stage will set the individual's "e-GIF level 3 and NHS Care Records Service (CRS) Status" flag on the "NHS Care Records Service (CRS) Person Registration" form within the Local HRMS Systems and User Administration section of ESR. This ensures that an employee is recorded as checked before any transactions with UIM (as part of the RPP Project) can take place.

'Both forms will enable the verification of identity to be done at both the interview and subsequent hire stage'.

Users will be able to record the following:

- Hire Date
- ID documents Checked
- Date ID Checked
- ID Checked by
- Signature Checked by
- Date of Signature Check
- Signature Source (free text)

The 'Verification of Identity' and 'NHS Mandatory Employment Checklist' forms will be available in the following User Responsibility Profiles (URP):

- Recruitment and Applicant Data Entry
- Recruitment and Applicant Enrollment Data Entry
- Recruitment and Applicant Enrollment Administration
- HR Data Entry
- HR Data Entry (With RA) – New for Release 5.7
- HR Administration
- HR Administration (with RA) – New for Release 5.7
- HR Manager (view only)
- RA Workbench – New for Release 5.7

Reporting Capability

A new 'Employment Checklist' report is currently being designed which will bring together all of the key employment check data items for both applicants and employees. Further functional and release information will be made available on this at a later date.

- Any queries or comments should be forwarded to maria.scott2@nhs.net



Piloting Integrated Identity Management Technology in NHS Trusts

14 NHS organisations have been selected, following an application process, to pilot the technical solutions and the implementation methodology for both the new User Identity Manager (UIM) software and the ESR interface to UIM as part of the Integrated Identity Management initiative. A range of organisations have been chosen across all SHA regions of England, which include a mental health trust, an ambulance service and both acute and primary care organisations.

About the ESR Interface

The ESR Interface will be triggered by changes made to an established position within an employee's assignment and will automatically update an individual's access rights to NHS CRS compliant systems, reflecting the requirements of their new position. It will enable the management of access control by a single point of data – the change to the employee's position within ESR.

The Integrated Identity Management initiative will lead to stronger governance around both identity management and person identifiable data within the NHS and has the endorsement of the Strategic Health Authority Chief Information Officers and the People Matters Executive Group.

The pilot organisations are:

- Frimley Park Hospital NHS Foundation Trust
- Leeds Partnerships NHS Foundation Trust
- Newham University Hospital NHS Trust
- NHS Camden
- NHS Gloucestershire
- NHS Hull
- NHS Isle of Wight
- NHS Surrey
- Northampton General Hospital NHS Trust
- Oxfordshire Learning Disability NHS Trust
- Salford Royal NHS Foundation Trust
- Stockton, Middlesbrough, Hartlepool PCTs; Middlesbrough and Redcar & Cleveland Community Services
- West Midlands Ambulance Service NHS Trust
- West Suffolk Hospital NHS Trust

How long are the pilots running for?

Three 'first of type' pilots are undertaking initial technical testing to prove the technology in a live environment. They will be followed by a further 14 pilots in two phases prior to full roll out across the NHS.

Look out for...

...progress updates from selected pilot sites in future editions of ESR News and online at www.esrsolution.co.uk/iim



Smart Success

The successful enablement of NHS CRS Smartcards to access ESR is now reaching completion. This move ensures that staff data is secured to the same level as patient data and is an essential pre-cursor to the interface between ESR and User Identity Manager (UIM).

As at mid September, 407 NHS organisations have completed preparation activities which ensure that their core ESR users can now access ESR with NHS CRS Smartcards.

Support has been provided by the ESR Central Data Team to organisations throughout their preparation for their scheduled enablement.

More Smartcard Enablement news will follow in October's ESR News.

DATE FOR YOUR DIARY

- ESR will be exhibiting at the NHS Employers Annual Conference at the ICC in Birmingham 3 – 5 November, stands 50 & 67.

Why run a payroll 64 times a year instead of 12 times?

Weekly payrolls are not uncommon in the NHS, but are a thing of the past for some including Bexley Care Trust, Royal National Orthopaedic Hospital (RNOH) and Oxleas NHS Foundation Trust. Whilst careful planning and consultation with those affected are essential, the benefits realised are significant.

The RNOH is the largest orthopaedic hospital in the UK and regarded as a leader in the field of orthopaedics both in the UK and world-wide. The Trust had around 170 weekly paid staff prior to going live on ESR in October 2007. John Masterson, Deputy Director of HR, says "We took the decision to transfer staff onto monthly pay because the ESR implementation meant payroll staff had to process the payroll which they didn't previously have to do. It also helped the Temporary Staffing Office deal with Bank pay as they only have to collate and forward payments on a monthly basis. This gives time for quality checking prior to sending to payroll for input." The RNOH also took this opportunity to transfer bank staff onto Agenda for Change band comparable spot rates.

Oxleas NHS Foundation Trust in South East London provides mental health and learning disability services for people living in the boroughs of Bexley, Bromley and Greenwich, and specialist services to people living in Lewisham. It also provides a payroll service for Bexley Care Trust and achieved a double excellent rating for 2007/8 from the Healthcare Commission. Pat Britten, Payroll Manager, says "We moved staff from weekly to monthly pay in 1999 as part of a system implementation. This key decision enabled the aggregation of tax and NI, and reduced running costs."

The RNOH payroll service is provided by University College Hospitals

London; Danny Keating, Deputy Payroll Manager, says: "It makes a lot of sense to run 12 payrolls a year instead of 64. It also makes the reconciliation and aggregation simpler."

RNOH gave the option of a loan of one month's salary to those staff affected to be paid back over six months. However, only two took up the offer. Oxleas offered a similar scheme where staff who worked regular hours could apply for an advance payment which could be repaid over a period of months in the same financial year.

Danny Keating advises moving staff at the beginning of the financial year if possible, as it removes the need to transfer balances or cumulatives. He also suggests that the transfer date for permanent staff should be on the first of the month to avoid manual payments.

For the Oxleas payroll department, Pat Britten says: "Moving from weekly to monthly has been one of the biggest benefits to the payroll department over the last 10 years and it enabled our move from legacy to ESR to go more smoothly."

The Trusts experienced all of the usual barriers, not least the risk of losing staff, but John Masterson encourages others to stick it out, "We lost two staff, but both had already decided to leave the bank for agency anyway. A survey I carried out post implementation showed that over all bank shifts had not altered."

The key steps taken by all organisations were:

- Planning the consultation period
- Fully involving with those affected and staff side
- Having regular meetings to discuss issues raised
- Offering pay advances to avoid hardship

The Trusts agree that the benefits realised are:

- Time taken processing and calculating pensions is reduced
- NI and tax aggregation is more straight forward
- Payroll/finance reconciliation is simplified
- Year end processing is easier and quicker
- Timetables have been harmonised for the Trust, e.g. enhancements, overtime, sickness returns, processing schedules, expenses
- Managers and Temporary Staff only have to submit timesheets once a month