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DEMOCRATIC SERVICES COMMITTEE
Monday, 4th July, 2016

S U P P L E M E N T A R Y   P A C K

1.	ELECTED MEMBERS TRENT SELF SERVICE UTILISATION	DSC20 - 2016

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DSC20 - 2016

CYNGOR SIR *POWYS* COUNTY COUNCIL

Democratic Services Committee

4th July, 2016

REPORT AUTHOR: **County Councillor Wynne Jones**
Portfolio Holder for Finance

SUBJECT: **Elected Members Trent Self Service Utilisation**

REPORT FOR: **Decision**

1. a. Summary

The Council utilises the Trent integrated HR/Payroll system to maintain and process all of its employment records and returns including payroll and expense reimbursements. The self service module of the system has been operational since 2009/10.

b. Background

The Trent HR/Payroll system has been the main enabler for the Authority to move to automated, efficient and predominantly paperless employment processes. Upon successful implementation of the 'core' HR and Payroll solution, it became clear that in order to extract major benefits from the system a review of all employment processes was necessary. A project aimed at re-designing all employment related processes was therefore commissioned to run in parallel to the development of the i-trent system. Utilising standard Business Process Re-engineering (BPR) methodology a review of each employment process was undertaken with significant efficiencies and improvements being realised. Employment processes already re-engineered and implemented to date include:

- **Employee/Member Self Service**

  o On-Line Payslips
  o On- Line Expense Reimbursements
  o Annual Leave Booking
  o Course Booking & External Learning Event Updates
 o Personal Information Updating

- **People Manager**

  - Task Alerts
  - Workforce Calendar
  - Authorisation (Leave e.t.c)
  - Notification (Course Booking e.t.c)
  - Workforce Information (Current Time)
  - On Line Pay Variations (within Budget)
  - On Line Leavers

- **Recruitment**

  - On Line transparent process
  - On Line Contracts & Documents
  - Website Design

The work-streams listed above have provided the Authority with significant benefits. In Financial terms the overall project realised benefits of approximately £500k during the timeline of the project.

The i-trent system has enabled the Council to introduce new and improved ways of working and Powys is now one of the leading authorities in England and Wales in this area. Due to being one of the leading Authorities in respect of development and process improvement and in conjunction with the collaborative work with Midland Hr, the Council is a customer reference site for the software supplier and this provides benefits through development opportunities and reductions in costs. We also chair the Independent National User group and are multiple HR Technology Award winners for our work with i-trent. Also the CIPFA Payroll Benchmarking Statistics demonstrate that we are a high performing Council in respect of payroll. This can be demonstrated by our cost per payment processed being in the lower quartile when compared with other English and Welsh Authorities. The cost is significantly below the average cost per Authority. It is worth noting that this cost calculated covers a range of Employment process and not only pure payroll Payroll. Examples being timesheet preparation, absence calculations etc.

c. Elected Members Utilisation of Trent Self Service.

The use of Trent self-service among elected members is relatively 'light'. Following initial promotion and training there has been a disappointing take up in the on-line expense claiming process. The on-line payslip has not been promoted to any great extent with members. The current utilisation of Trent Self Service amongst elected Members is represented in the following tables
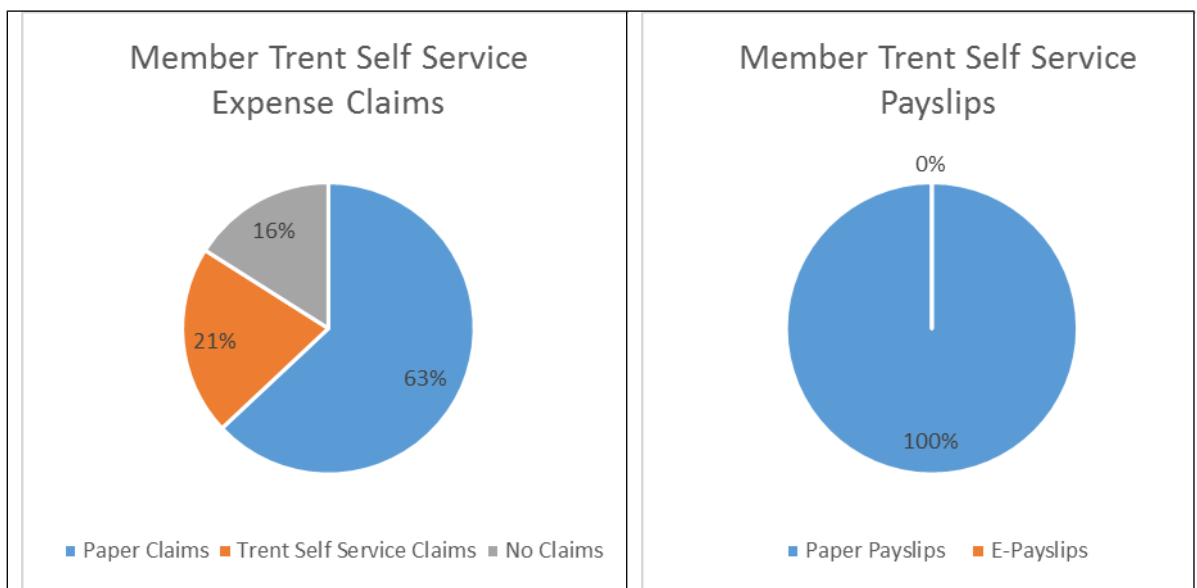
The information above indicates that of the 73 elected members 46 claim their expense reimbursements via paper (63%), 15 via Trent self-service with 12 not submitting claims.

The on-line payslip is not currently utilised by any members.

It is estimated that full utilisation my Members of Trent self-service including, on-line expense claims, payslips and P60's would save the Council approximately £3k per annum through corporate resource time, postage and stationary.

2. **Proposal**

It is recommended that all elected Members migrate to receiving their pay advice via Trent Self-service following specific training.

It is recommended that elected Members receive their annual P60 statement via Trent Self-service following specific training.

It is recommended that Members migrate to claiming their expense reimbursements via the Trent self service module following specific training.

Business Services are due to attend the Shire meetings in September/October and it is proposed that the training is provided at these events for Members convenience and efficient use of time.

Following the training Members will be expected to claim their expense reimbursements on-line and receive on-line payslip.

3. **One Powys Plan**

Maximise efficiency in our support services including the investment and utilisation of self-service systems.

4. **Options Considered/Available**

Option 1 would be to continue with the central input of Members expense claims and production of paper payslips, both options requiring resource that could be streamlined and or utilised elsewhere.
Option2 is to migrate all Members to the self service module of Trent ensuring efficiency savings in the corporate centre.

5. **Preferred Choice and Reasons**

To migrate all Members to the self service module of Trent ensuring efficiency savings in the corporate centre.

6. **Sustainability and Environmental Issues/Equalities/Crime and Disorder,/Welsh Language/Other Policies etc**

N/A

7. **Children and Young People's Impact Statement - Safeguarding and Wellbeing**

N/A

8. **Local Member(s)**

9. **Other Front Line Services**

10. **Support Services (Legal, Finance, Corporate Property, HR, ICT, Business Services)**

11. **Local Service Board/Partnerships/Stakeholders etc**

12. **Corporate Communications**

13. **Statutory Officers**

14. **Members' Interests**

The Monitoring Officer advises that Members may have an interest in this item if
…..

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If Members have an interest they should declare it at the start of the meeting and complete the relevant notification form.

15. **Future Status of the Report**

Members are invited to consider the future status of this report and whether it can be made available to the press and public either immediately following the meeting or at some specified point in the future.

The view of the Monitoring Officer is that:

Recommendation:	Reasons for Recommendation:
To migrate ALL elected members to electronic payslips and earnings statements via Trent self-service following training. To enable all elected members to claim their expense reimbursements via Trent self-service.	• To utilise the most cost effective method of receiving a pay advice and P60 saving on postage, printing and stationary. • To eradicate duplication of input and realise staff/resource savings.

Relevant Policy (ies):	
Within Policy:	Y	Within Budget:	Y

Relevant Local Member(s):	

Person(s) To Implement Decision:	Mark Evans, Head of Business and Customer Services
Date By When Decision To Be Implemented	

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Background Papers used to prepare Report: