

North Lanarkshire Council Report

Joint Consultative Committee

approval noting

Ref JH/FW

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iTrent Update

From Jennifer Hardy, Employee Service Centre Manager

Email hardyj@northlan.gov.uk

Telephone 01698403574

Executive Summary

This report provides an update on the current status of the rollout of the iTrent system across the Council, with specific reference to the viewing of payroll information and payslips online. The report will also detail the proposed next steps for the full roll out of this facility to all employees across the Council.

Recommendations

It is recommended that the Joint Consultative Committee:

- Consider the content of this report
- Note the progress to date
- Note the proposed rollout plan

Supporting Documents

Council business plan to 2020

The Proposal outlined in this report supports the following business plan priorities:

- Rationalise approaches across the council, consolidate activities and ensure efficient use of resources
- Ensure resources are targeted and applied to best effect where they are needed most
- Upskill the workforce and enable employees to deliver the council's priorities

1. Background

- 1.1 iTrent was implemented in October 2015 as the old payroll system was being replaced. Since then, work has been undertaken to implement the full self-service functionality of the system (mySelf and myTeam) into all areas of the Council.
 - 1.2 Given the scale of the task and the resources required, there continue to be challenges in implementing the system at service level, with some services more set up and ready for the move to electronic recording of information than others, leading to inconsistencies in approach.
 - 1.3 Currently some services are only set up to view payslips, whereas others have access to request annual leave and in some cases full access including the ability to request expenses and mileage via the system.
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2. Report

2.1 e-payslip Rollout

- 2.1.1 Of the approximately 15,000 employees currently listed on I-Trent only 2107 currently receive a paper payslip (14% of the current workforce).
- 2.1.2 Of this number, 1461 employees have access via logins to mySelf and for these employees we are working with the services to agree a date to turn off the paper payslips, following the rollout of training and support.
- 2.1.3 The remaining 646 employees do not currently have access to the system, however it is proposed that this will be resolved over the next six months. We are proposing that details of how to login to mySelf and the offer of support and training are issued to all employees who do not have access. Paper payslips will then be turned off for all employees at an agreed date, to be determined in discussion with the services involved.
- 2.1.4 This will not be done until we are confident that employees are familiar with the system and can access basic information including their payslips. Services will identify anyone who they believe will be unable to use the system due to skills, literacy or other equality reasons and agreement reached regarding how best to support these employees to ensure they have access to the information they require.
- 2.1.5 Over the last six months, over 800 employees have been trained and feedback on the training has been very positive, with the majority of employees going away clear on mySelf functions and what this means for them.
- 2.1.6 Below details the current breakdown per service of employees who receive a paper payslip but do have access to the system and also notes those who do not have access to the system currently. It also confirmed the very high percentage of staff who currently have access to the system.

Table 1

Service	Service WTE	Percentage with iTrent access	Total employees receiving e-payslips	Total employees with login access and paper payslips	Total employees with no access and paper payslips
Education, Youth and Communities	8053	90%	7315	234	504
Enterprise and Housing Resources	1290	88%	1146	74	70
Health and Social Care	3006	95%	2882	90	34
Infrastructure	3346	99%	2245	1063	38
Chief Executives	212	100%	212	0	0

2.1.7 For those employees who currently have login access, but continue to receive paper payslips, they will be written to and reminded of their login details and directed to relevant information to assist them. A date will be agreed with the service to turn off their paper payslips.

2.1.8 For those employees who currently do not have access to the system, targeted training and support will be provided from Talent and Organisational Development to ensure they receive all they need to access the system. Thereafter a date will be agreed with the service to turn off their paper payslips.

2.1.9 Moving forward, any employee who joins North Lanarkshire Council will be automatically provided with login details for mySelf and will not receive a paper payslip. They will be directed to relevant training as part of their induction. Exceptions to this will be any that are identified as having additional learning needs which may mean a paper payslip is required initially or for the foreseeable future.

2.1.10 Further rollout of iTrent across services will be fully discussed with management teams and the successful use of pilot areas to assess challenges and work with teams around processes will continue.

3. Equality and Diversity

3.1 Fairer Scotland and Equality Impact Assessment

Equality impact assessments will be undertaken in line with council policy and The Fairer Scotland Duty assessment process noted above.

4. Implications

4.1 Financial Impact

No financial impact

4.2 HR/Policy/Legislative Impact

Employee training will be required supported by Talent and Organisational Development.

4.3 Environmental Impact

Reduction in paper processes over time will benefit our carbon footprint.

4.4 Risk Impact

The electronic processes associated with iTrent reduce the risk of confidential information going missing and ensure faster processes for paying employees.

5. Measures of success

5.1 Further rollout of iTrent reducing number of paper payslips issued by NLC

5.2 Further functionality rollout of iTrent reducing paper heavy processes, enhanced service delivery, efficient use of resources and reduced manual processes within ESC.
