

## ESR Employee Self Service

Employee Self Service (ESS) is designed to give NHS employees independence, empowerment and control over their personal data. ESS enables employees with remote access to view personal information as well as allowing them to edit their own data at a time of their choosing without being connected to work networks. Giving NHS employees the ability to manage their data in this way supports high data quality.

ESS provides a vast array of benefits to both employees and the organisation. The WE ARE THE NHS: People Plan for 2020/2021 - action for us all, key principles include: working differently, Looking after our people, in a compassionate and Inclusive culture, new ways of working and delivering care. Employee Self Service is at the heart of those principles.



For other corporate teams, e.g. Payroll, Recruitment, Human Resources, Education & Training and Workforce Transactional Teams there are also clear benefits. It's a way of delegating the workload that would otherwise be handled solely by them. Implementing ESR ESS is a way to re-distribute various tasks and bring it to the employee's level, freeing time and capacity for administrators to offer value elsewhere within their organisation. It also drives up improved data quality and provides real-time information. Access to ESR Employee Self Service is also available to applicants via the Applicant Dashboard.

Employee Self Service  
Available 24 / 7  
On any Internet Enabled Device

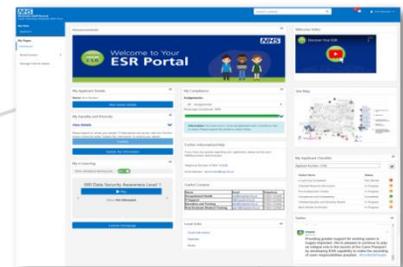
### Applicant Dashboard

Giving applicants early access to their ESR Applicant Dashboard provides organisations with the opportunity to meet the objectives of the Enabling Staff Movement initiative. Applicants can check/update their personal information, complete any additional e-Learning in advance and organisations can streamline on boarding processes.

*“Making better use of ESR and its freely available functionality has massively benefited the HRA. It’s reduced duplication, streamlined and automated processes and importantly gives our people control of their own data through SelfService. Our people need to work flexibly and ESR helps make this happen”.*

*Karen Williams, the Director of Finance, Procurement and Estates.  
The Health Research Authority (HRA)*

Harness Technology  
Compliance | Free National Content



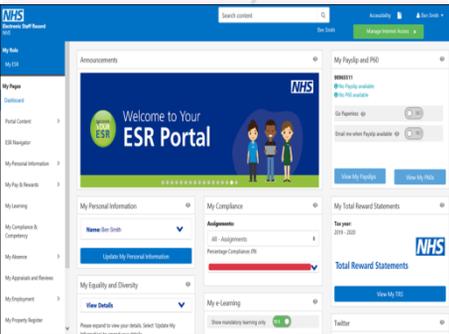
Empower Employees

Reduce Admin

Internet Access | e-Learning | Portability |

## My ESR Dashboard

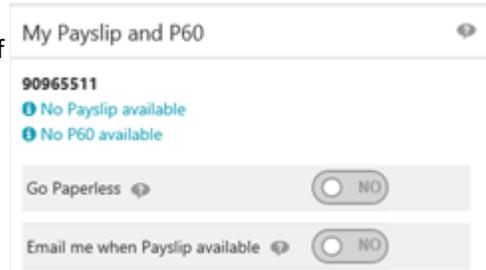
The My ESR Dashboard has a number of Employee focused Portlets. Employees can interact and update their Personal Information, Equality and Diversity details, Appraisal and Reviews, view online payslips their Total Reward Statement as well as manage their performance, learning and development all in one place. It is widely recognised that if staff feel valued and supported in the workplace by their line managers and the organisation as a whole, this encourages them to deliver a high level of patient care that supports the values of your organisation.



## Employee Self Service Organisation Benefits.

Data is entered once at the closest point to its source thereby ensuring:

- Accuracy, quality and timeliness of information available.
- Reduction in checking and administrative overheads.
- Eliminating the duplication of input and therefore reducing time and effort.
- Reduction or removal of paper based forms by having data entered at point of source.
- Flow of information is streamlined, made consistent and delivery is instant (no reliance on internal mail systems or couriers to send forms to central departments for input).
- Improved, quicker decision-making ability due to information being immediately available to managers.
- Devolved data entry frees time and reduces queries in central functions such as Payroll, HR, Training and Recruitment, allowing a reduction in resource requirements and freeing up time from administrative duties to allow other more pro-active work to be undertaken



## Self Service (Limited Access) Portlets.

- Announcements
- My Payslip and P60
- My Compliance
- My Annual Leave
- My e-Learning
- My Total Rewards Statement
- My Personal Information
- My Favourites
- My ESR Calendar
- My Employment
- My Appraisals and Reviews
- My Equality and Diversity
- Twitter
- Local Links
- My Class Search
- My Bank Account Details



*"We are delighted with the new system to record Conflicts of Interest. The functionality is simple to use and using existing system access has meant more COI's have been submitted within the short time-frame than would normally be expected so far. It's also easy to identify and chase those who have not yet made a declaration and we can manage the process locally. On top of that, it has saved us £5,500 per annum paying for an external system"*

Hilary White, COI Manager  
East Sussex Healthcare

## Conflict of Interest Recording

Every year the taxpayer entrusts NHS organisations with over £110 billion to care for millions of people. This money must be spent well and free from undue influence.

In 2017, NHS England published national guidance Managing conflicts of interest in the NHS. The guidance applies to clinical commissioning groups (CCGs), NHS Trusts and Foundation Trusts (Provider Trusts), and NHS England

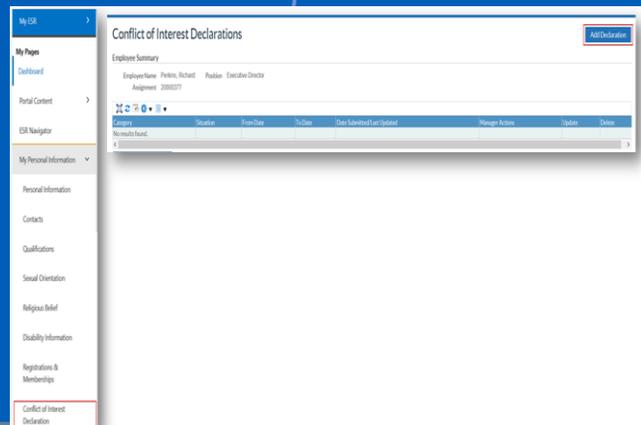
Work undertaken with NHS E&I to widen adoption of the standards set out in 2017 highlighted potential within ESR to assist.

## Conflict of Interest Continued.

'Interests' can arise in a number of different contexts.

- Financial interests
- Non-financial professional interests
- Non-financial personal interests
- Indirect interests

In March 2020 the ESR team deployed Conflict of Interest (COI) functionality into ESR, this is available to all Employees to declare via Employee Self Service.



## Pay progression for Agenda for Change Employees

The NHS Central Team have been working closely with the Pay Progression sub group to understand the policy implications from the revised annex 23.

We have reflected the updates to policy in ESR. This includes how employees will be expected to demonstrate that they should progress through the new pay structure

Although the majority of the actions around pay progression are required by the managers, there are still some tools to help the employees identify when their pay progression is due.

Within the MyESR dashboard there is an Appraisals and Reviews portlet to display the following details:

- Assignment
- Last Appraisal Date
- Appraisal/Review Type
- Next Appraisal Date
- Pay Step Date
- Pay Affecting



## Exit Questionnaire for Employees with a future Dated Termination

Running throughout the WE ARE THE NHS: People Plan for 2020/2021 - action for us all is how we retain our staff. How is this possible if we don't record why our staff are leaving. Within ESR, employees now have the opportunity to complete an Exit questionnaire to highlight the reason for their departure. This information can be viewed by holders of the HR Administration User Responsibility Profile (URP) and is reportable via the ESR BI Staff Movements Dashboard.

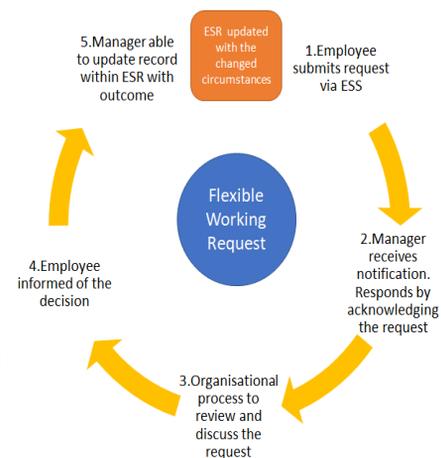
## Flexible Working

The NHS People Plan includes the statement that Organisations should offer;

**Flexibility from day one:** NHS Organisations should consider it good practice to offer flexible working from day one, as individual circumstances can change without warning.

**From Jan 21 ESR will include:**

- Introduction of new form within Employee Self Service
- Managerial notification/email to respond and acknowledge request
- Manager able to update more details on the flexible working forms. Added to HR as well as remaining in Employee Relations
- BI reports to support review and management of applications



Contact your

[Functional Account Manager](#)

Click on the ESR Central Team Tab  
v1.0 October 2020

