ELECTRONIC STAFF RECORD

RN484 Guide to Enhancements and Changes
Release 51.0.0.0 & 51.1.0.0

Information classification: PUBLIC

Revision Date: SEPTEMBER 2021

Contents

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1   <u>Introduction</u>

The purpose of this document is to provide details of the enhancements to the ESR system in Release 51.0.0.0 and 51.1.0.0. The details are grouped in functionality order.

The changes to functionality outlined in this Release Notice are subject to successful testing. As is normal practice, any amendments to the content of the Release will be communicated in the Final Guide to Enhancement Notice.

NOTE: All Employee data used in this publication is fictional. Any similarity with the names used in this publication with the names of actual persons is purely coincidental and not intentional.

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2   Exit Questionnaire Changes

The ESR exit interview questionnaire is being updated with a revised set of questions, utilising questions from the NHS Staff Survey, as well as additional new questions and an opportunity for staff to self-report their reason for leaving. There will also be a free text box for them to confirm what (if anything) would have made them stay in their role or organisation.

NHS England /NHS Improvement and NHS Wales and colleagues at the NHS BSA have worked closely together to make these improvements.

This functionality is available for any organisation utilising ESR Self Service and will automatically invite staff to participate in an online exit questionnaire. Data from responses can then be utilised at organisation and system level to support retention planning.

The old questions in the Employee Exit questionnaire are being end dated and replaced with the following new questions.

Question	Response
There have been frequent opportunities for me to show initiative in my role.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
I have been able to make suggestions to improve the work of my team/department.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
I have been able to make improvements happen in my area of work.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
I often/always looked forward to going to work.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
I was often/always enthusiastic about my job.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

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Time often/always passed quickly when I was working.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
Does your organisation take positive action on health and well-being?	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
Does your organisation act fairly with regard to career progression/promotion?	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
Does your organisation provide opportunities for flexible working patterns.	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
I felt my contribution was valued by my manager/team/organisation?	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
What is your reason for leaving?	Reasons for Leaving List of Values (excluding Death in Service)
Is there anything that would have made you stay in your role or organisation?	Free-text

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Email to Employee

There will be a new email to the employee's work email address to prompt them to log on and complete the questionnaire via the worklist notification in ESR.

This will be worded as follows

Subject: Exit Questionnaire

Your employing organisation <Organisation Name> has indicated that you are leaving and as such would like to understand more about your experience whilst working for the organisation. We are asking you to complete a short exit questionnaire to gather information that will help to improve the working lives of staff in the NHS and to provide better care for patients.

Your organisation will be able to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff. Other organisations, including NHS England and NHS Improvement or NHS Wales for those employed in Wales, will make use of the non-identifiable and nationally aggregated results.

To complete the questionnaire please check your ESR Worklist Notifications.

Please read each question carefully, but give your immediate response by selecting the answer which best matches your personal view.

If you have any queries about this questionnaire, or would like to undertake a face to face interview, please contact the HR/People department in your organisation.

ESR Worklist Notification

These questions will be presented on a new Notification which will be worded as follows

Subject: Exit Questionnaire for <Title> <First Name> <Last Name>

Your employing organisation <Organisation Name> has indicated that you are leaving and as such would like to understand more about your experience whilst working for the organisation. We are asking you to complete a short exit questionnaire to gather information that will help to improve the working lives of staff in the NHS and to provide better care for patients.

Your organisation will be able to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff. Other organisations, including NHS England and NHS Improvement or NHS Wales for those employed in Wales, will make use of the non-identifiable and nationally aggregated results.

Please read each question carefully, but give your immediate response by selecting the answer which best matches your personal view.

If you have any queries about this questionnaire, or would like to undertake a face to face interview, please contact the HR/People department in your organisation.

The notification will then have the questions, as listed above, to complete.

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BI Reporting

The new set of questions will be added into BI for reporting. The old set of questions will also remain available for reporting purposes.

HR users

The Exit Questionnaire EIT held against the assignment in the core application will now display as:
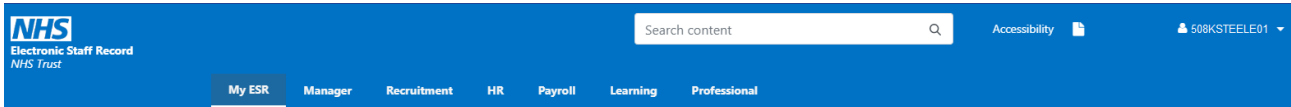
Further Assignment Information	
There have been frequent opportunities for me to show initiative in my role	
I have been able to make suggestions to improve the work of my team/department	
I have been able to make improvements happen in my area of work	
I often/always looked forward to going to work	
I was often/always enthusiastic about my job	
Time often/always passed quickly when I was working	
Does your organisation take positive action on health and well-being?	
Does your organisation act fairly with regard to career progression/promotion?	
Does your organisation provide opportunities for flexible working patterns	
I felt my contribution was valued by my manager/team/organisation?	
What is your reason for leaving?	
Is there anything that would have made you stay in your role or organisation?	

OK   Cancel   Clear   Help

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3   <u>Update to the My ESR Portal Navigation Menu</u>

The Dashboard navigation menu structure has been moved to the top of screen so that all Dashboards available to a user are displayed when navigating to the Portal:

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4   Amendments to Apprenticeship Details EIT Information

The following 113 new values have been added to the List of Values within the Apprenticeship Details - Assignment EIT 'Framework / Standard':

New Value
Advanced and Creative Hair Professional
Advanced Beauty Therapist
Advanced Golf Greenkeeper
Agriculture or Horticulture Professional Adviser
Anti-social Behaviour and Community Safety Officer
Artificial intelligence (AI) Data Specialist
Asset Manager
Assistant Puppet Maker
Assistant Recording Technician
BEMS Controls Engineer
Bookbinder
Broadcast and Media Systems Technician
Camera Prep Technician
Chartered Landscape Professional
Clinical Associate in Psychology (CAP) (degree)
Clinical Dental Technician
Clinical Pharmacology Scientist (degree)
Clinical Scientist
Clock Maker
Coaching Professional
Compressed Air and Vacuum Technician
Construction Equipment Maintenance Mechanic
Construction Plant Operative
Corporate Responsibility and Sustainability Practitioner
Costume Performance Technician
Countryside Ranger
Countryside Worker

Creative Digital Design Professional (degree)
Creative Industries Production Manager
Curator
Curtain Wall Installer
Cyber Security Technician
Data Technician
Debt Adviser
Dev Ops Engineer
Digital Accessibility Specialist
Digital User Experience (UX) Professional (degree)
Early Intervention Practitioner
Early Years Practitioner
Education Technician
Electro-mechanical Engineer
Engineer Surveyor
Enhanced Clinical Practitioner
Fall Protection Technician
Fire Safety Engineer (degree)
Fisher
Forensic Collision Investigator (degree)
Gas Network Operative
General Farm Worker
Golf Course Manager
Harbour Master
Health and Care Intelligence Specialist
Healthcare Cleaning Operative
Healthcare Engineering Specialist Technician
Historic Environment Advisor
Hygiene Specialist
Information Communications Technician
Information Manager

Junior Advertising Creative
Junior Animator
Junior VFX artist (generalist)
Knitted Product Manufacturing Technician
Land Referencer
Landscape Technician
Lead Practitioner in Adult Care
Leader in Adult Care
Lift Truck and Powered Access Engineering Technician
Livestock Unit Technician
Marine Electrician
Market Research Executive
Mastic Asphalter
Material Cutter
Media Production Co-ordinator
Metal Recycling Technical Manager (MRTM)
Mineral Products Technician
Non Home Office Police Officer
Nuclear Reactor Desk Engineer
Operational Research Specialist
Ordnance Munitions and Explosives Specialist (degree)
Ordnance Munitions Explosives Technician
Orthodontic Therapist (integrated)
Payroll Assistant Manager
Play Therapist
Power and Propulsion Gas Turbine Engineer
Procurement and Supply Assistant
Quality Practitioner
Radio Network Technician
Registrar (creative and cultural)
Senior Culinary Chef

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Senior Journalist
Senior People Professional
Senior Professional Economist (degree)
Serious and Complex Crime Investigator (degree)
Signage Technician
Space Engineering Technician
Sports Coach
Stairlift, platform lift, service lift electromechanic
Stonemason
Storyboard Artist
Sustainability Business Specialist (degree)
Systems thinking Practitioner
Telecoms Field Operative
Tool Process Design Engineer
Town Planning Assistant
Trade Union Official
Underkeeper
Vet Technician (livestock)
VFX supervisor
Water Network Operative
Water Process Operative
Wellbeing and Holistic Therapist
Youth Justice Practitioner
Youth Support Worker

The following 92 new values have been added to the List of Values within the Apprenticeship Details - Assignment EIT 'EPA Centre':

New Value
JMA Contract Services Limited
University of Salford

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University of Portsmouth Higher Education Corporation
Calderdale College
ISBL Trading Limited
Kaplan SQE Limited
Cranfield University
Allsup and Dale Lfcharimited
University of Huddersfield HEC
Awarding UK (Part of Bishop Grosseteste University)
University of Bedfordshire
The Open University
University of Northampton
Solent University
Canterbury Christ Church University
Institute Of Conservation
DNA Skills
VetSkill
St George's, University of London
Institute and Faculty Of Actuaries
Edge Hill University
University of Bath
University of York
ASTS
Fareham College
Hybrid Technical Services Ltd
Construction EPA Company
Association Of Cost Engineers Limited
LG RWC Ltd
Brunel University London
The Chartered Institute For Archaeologists
BASIS Registration Ltd.

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NCG
University of Warwick
The Engineering College
Arden University Ltd
Keele University
Nottingham Trent University
Institute of Fundraising
0.99 LIMITED
University of Chester
Marches Assessment Group Ltd
Birmingham City University
Leeds Trinity University
The British Psychological Society
1ST FOR EPA LTD
BPP University Limited
Institute Of Cast Metals Engineers
Explosive Learning Solutions Ltd
University of Hull
Edinburgh Napier University
Suffolk County Council
The Real Consultancy Company Limited
Accelerate People Ltd
University of Nottingham
University of Kent
Chartered Institute of Ecology and Environmental Management
Qualsafe Awards
SS Educational Services Ltd
Achieve and Partners Limited
University of Sheffield
Railway Competence Group Limited

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University of Worcester
Teesside Rigging and Lifting
ORCA EPA
Fashion and Retail Awards Limited
Vista Assessment Solutions Limited
British Marine Federation
Besafe Training Limited
Cable Telecommunications Training Services Limited
Vitae Services Limited
Middlesex University
Open Awards
CILIP Pathways
Studiowide Academy Limited
Elite Hospitality Assessment Professionals Limited
Ariston Development Ltd.
Vistar Qualifications Limited
Birkbeck, University of London
Accountancy LTD
UKAAB Awards
Notebook Assessment Services Limited
Institute of Six Sigma Professionals (ISSP)
SLC Rail
SSID Awarding
The Bit Special Company
Raratonga Limited
Kingston University Higher Education Corporation
PIABC LIMITED
The Tommy Flower SCITT
EPA Excellence
Advanced Analytics Solutions LLP

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The following 5 updates have been made to the List of Values within the Apprenticeship Details - Assignment EIT 'EPA Centre':

Current Value	New Value
Institute of Workplace and Facilities Management	British Institute of Facilities Management
ABC Awards	Skills and Education Group Awards Limited
Colchester County High School for Girls	Colchester Teacher Training Consortium
JGA Limited	Progress Minded
Ivybridge Academy Trust	Westcountry Schools Trust

All the above changes will be reflected in BI Reporting and in the Data Warehouse.

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5   New Cookie Control on ESR Hub

Following this release, when a user accesses the ESR Hub for the first time they will be presented with a cookie consent popup dialog. The user can reject or accept optional cookies and then continue to use the ESR Hub once they have closed the popup.

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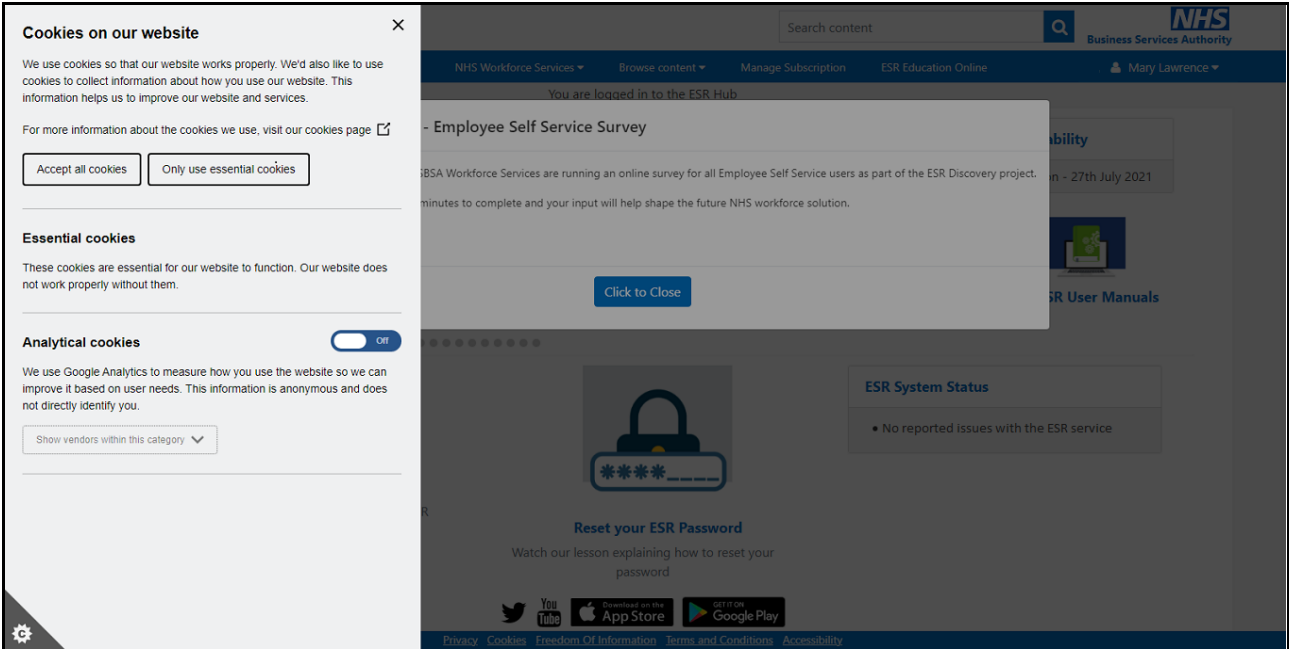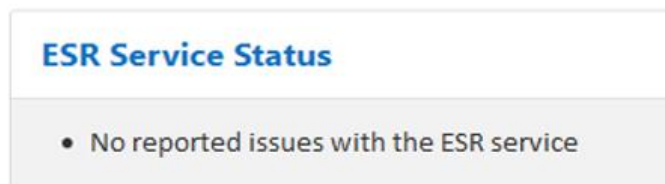
6   Changes to ESR Hub Maintenance and System Status Portlets

The 'ESR Planned Maintenance' section on the ESR Hub has been renamed to 'Notification of ESR unavailability':

Notification of ESR unavailability

ESR will be unavailable from 6 pm on Friday 1 October 2021 to 11.59 pm on Sunday 3 October 2021 for development release.

The 'ESR System Status' section has been renamed to 'ESR Service Status':

ESR Service Status

- No reported issues with the ESR service

The table of services and status has been replaced with a free text box, enabling more detailed information to be provided to the user.

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7 <u>Change Output of the NHS P45 Print File</u>

The output of the 'NHS Submit P45 Report' is now available in a pdf format.

The output can either be submitted to the central printing service, as it is currently, or an additional option has been provided to choose to download the output and print locally, either for the whole file or a single assignment.

<u>Steps to send the file to Central Printing (OPUS)</u>

The steps to send the file to Central Printing remain the same. There are two options available:

(1) Submit the print file directly from 'NHS P45 Process (Frequency)'

The file can be submitted to central printing directly from the 'NHS P45 Process (Frequency)' process. Submit the NHS P45 Process with the 'Defer Printing' value set to 'No'. This will then automatically process the NHS Submit P45 Report upon completion, and then automatically process the P45 Report to generate the print file in PDF format and submit to central printing. The PDF print file will contain all the P45s successfully processed by the NHS P45 Process (Frequency).
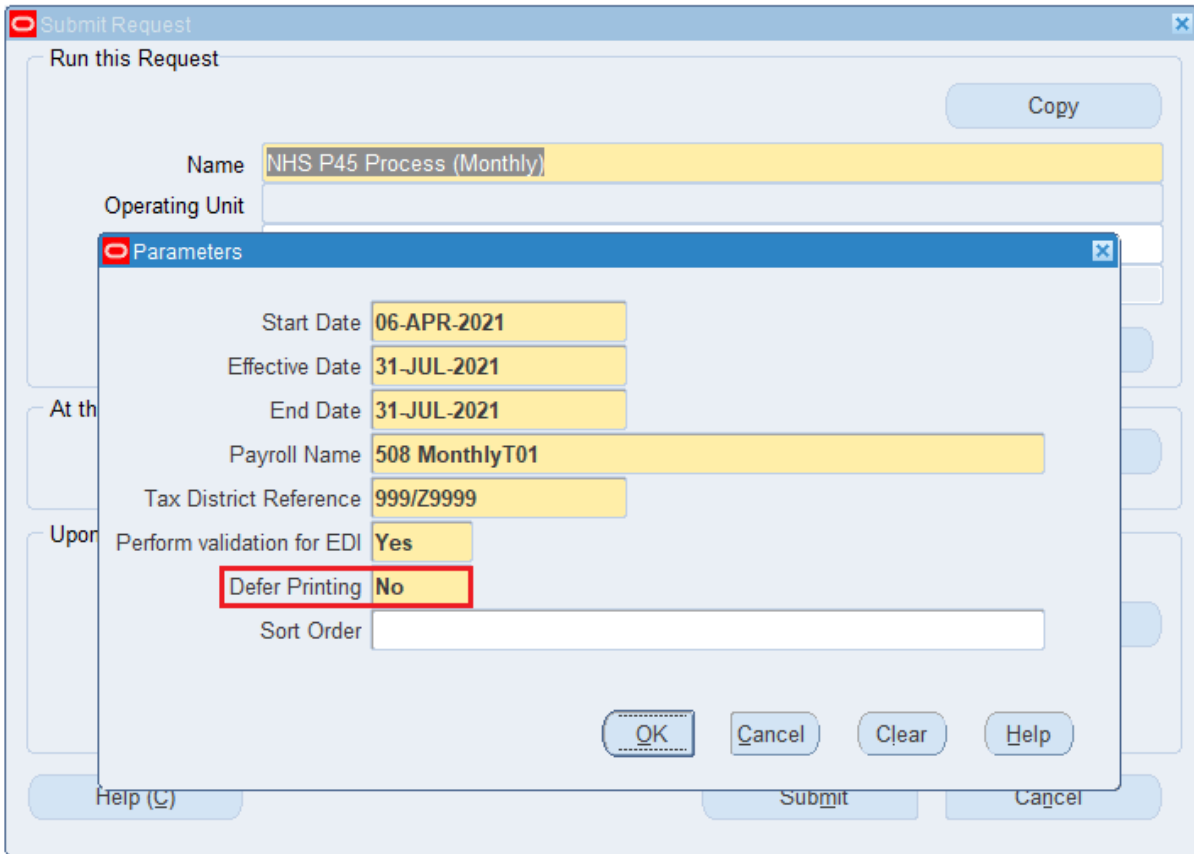
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Requests

| Refresh Data | Find Requests | Submit a New Request | Submit New Request Set |

☐ Auto Refresh (X)

| Copy Single Request | Copy Request Set |

Request ID		Parent				
	Name		Phase	Status	Parameters	
1591615	P45 A4 Report		Completed	Normal	31907, ,	
1591615	NHS Submit P45 Report		Completed	Normal	31907, , Continuous (A4 Sheet	
1591614	Payroll Worker Process	1591610	Completed	Normal	WORKER, 31907, , X, 1	
1591613	Payroll Worker Process	1591610	Completed	Normal	WORKER, 31907, , X, 1	
1591612	Payroll Worker Process	1591610	Completed	Normal	WORKER, 31907, , X, 1	
1591611	Payroll Worker Process	1591610	Completed	Normal	WORKER, 31907, , X, 1	
1591610	NHS P45 Process (Monthly		Completed	Normal	ARCHIVE, P45, GB, 2021/04/(	

| Hold Request | View Details | Rerun Request | View Output |

| Cancel Request | Diagnostics | Reprint/Republish (J) | View Log (K) |

By clicking the 'View Log' button, the details of the print file submitted to central printing will be displayed.

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(2) Submit the print file after the results have been checked from 'NHS P45 Process (Frequency)'

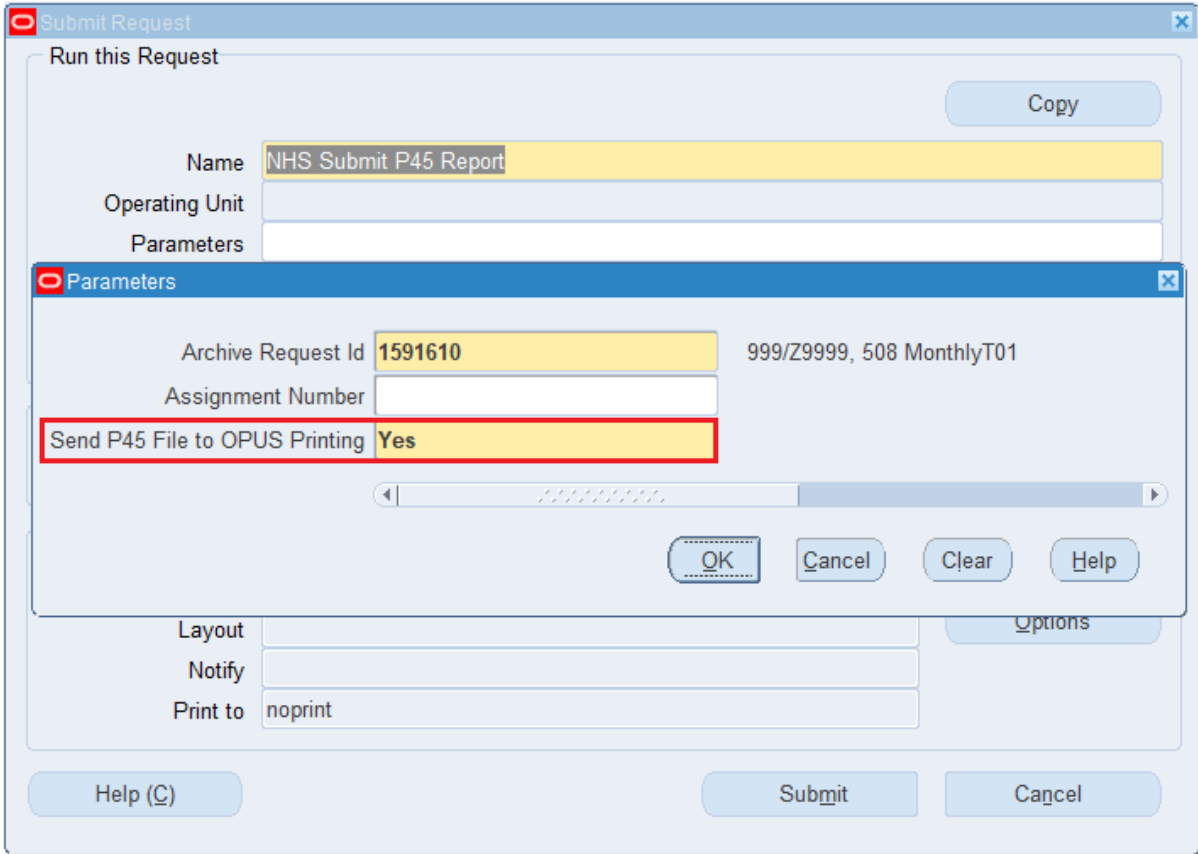Submit the NHS P45 Process with the 'Defer Printing' value set to 'Yes'.
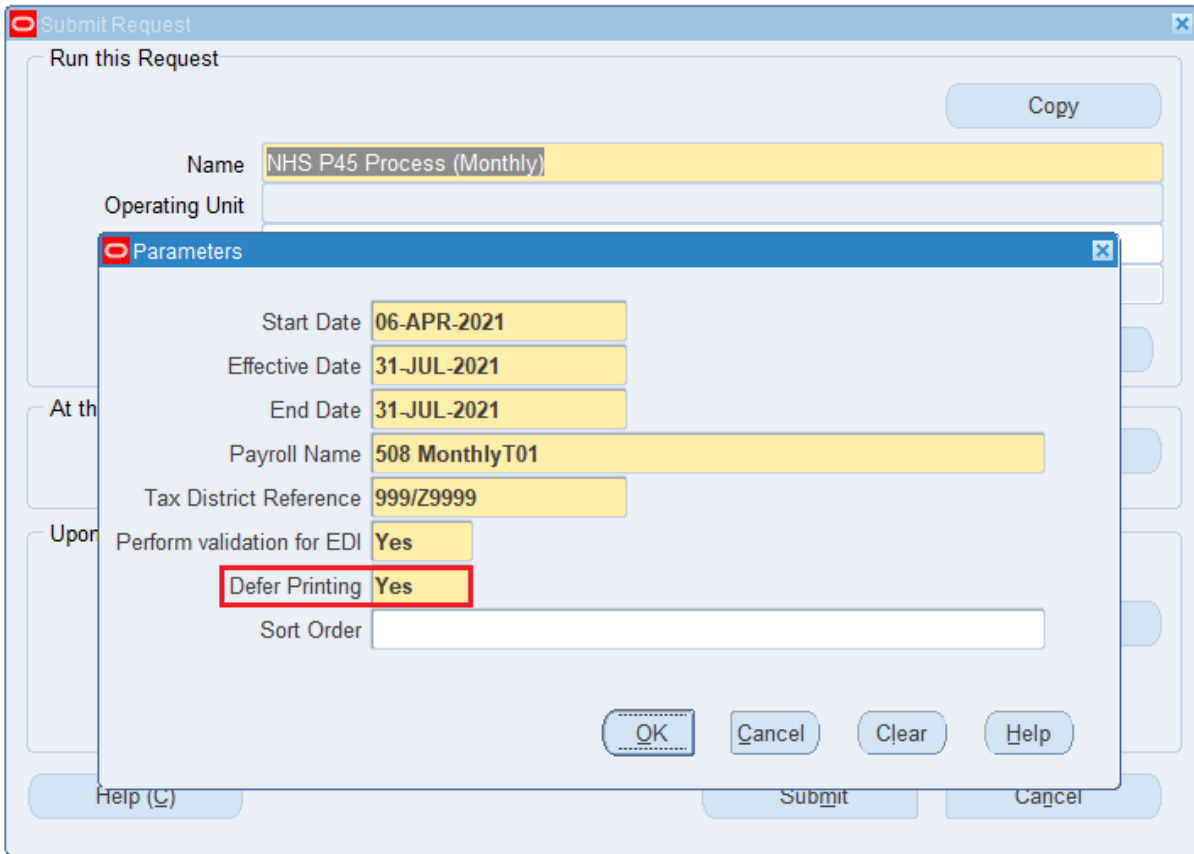
This stops the NHS Submit P45 Report from being submitted automatically. When the process completes, the results can be checked using the Payroll Process results form.

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Run the 'NHS Submit P45 Report' after validation of the results from NHS P45 Process by selecting the value 'Yes' for 'Send P45 File to OPUS Printing'. This will then process the P45 Report to generate the PDF file and submit for central printing.

'Send P45 File to OPUS Printing' is a new parameter added to the NHS Submit P45 Report which controls the file submission to central printing based on the value selected:

- 'Yes' submits the file for central printing
- 'No' means that the file will not be submitted for central printing

As detailed above, click on the 'View Log' button to view the details of the print file submitted to central printing.

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Steps to download and print locally

(1) Run the NHS P45 Process (Frequency)

The NHS P45 Process must be submitted with 'Defer Printing' value set to 'Yes'. This stops the NHS Submit
P45 Report from being submitted automatically and the file is not submitted for central printing.
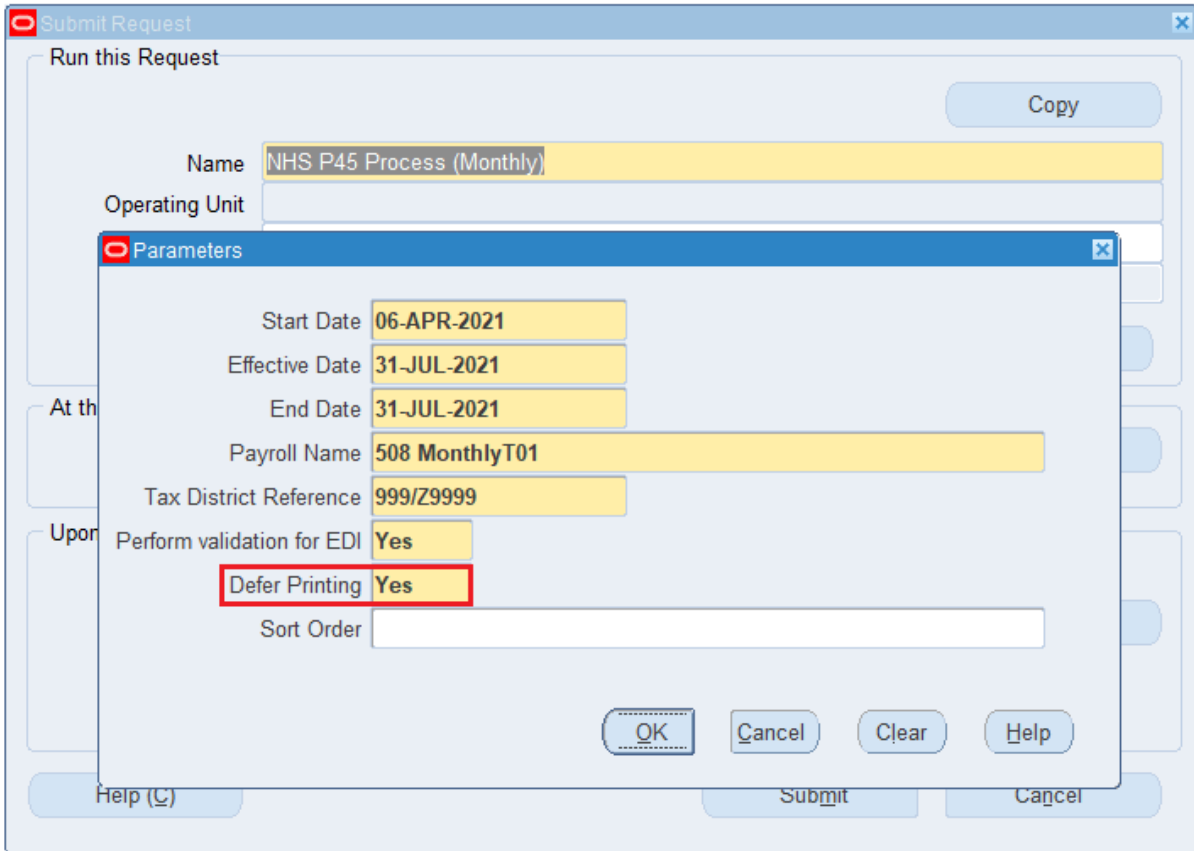

(2) Run the 'NHS Submit P45 Report'

When the NHS P45 Process (Frequency) is complete, the NHS Submit P45 Report must be processed
separately with the value 'No' selected for the 'Send P45 File to OPUS Printing' parameter.

This ensures the file is not submitted for central printing, and you can then download and print the file locally.
You may chose to run this either for whole P45 Archive or for individual assignment.

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(3) Local Printing for whole P45 Archive or for individual assignment

- **Download the File for the whole P45 Archive for Local Printing**

Run the 'NHS Submit P45 Report' without any Assignment Number and select 'No' for 'Send P45 File to OPUS Printing'. This processes the P45 Report and generates the PDF file for the whole of the selected archive process.
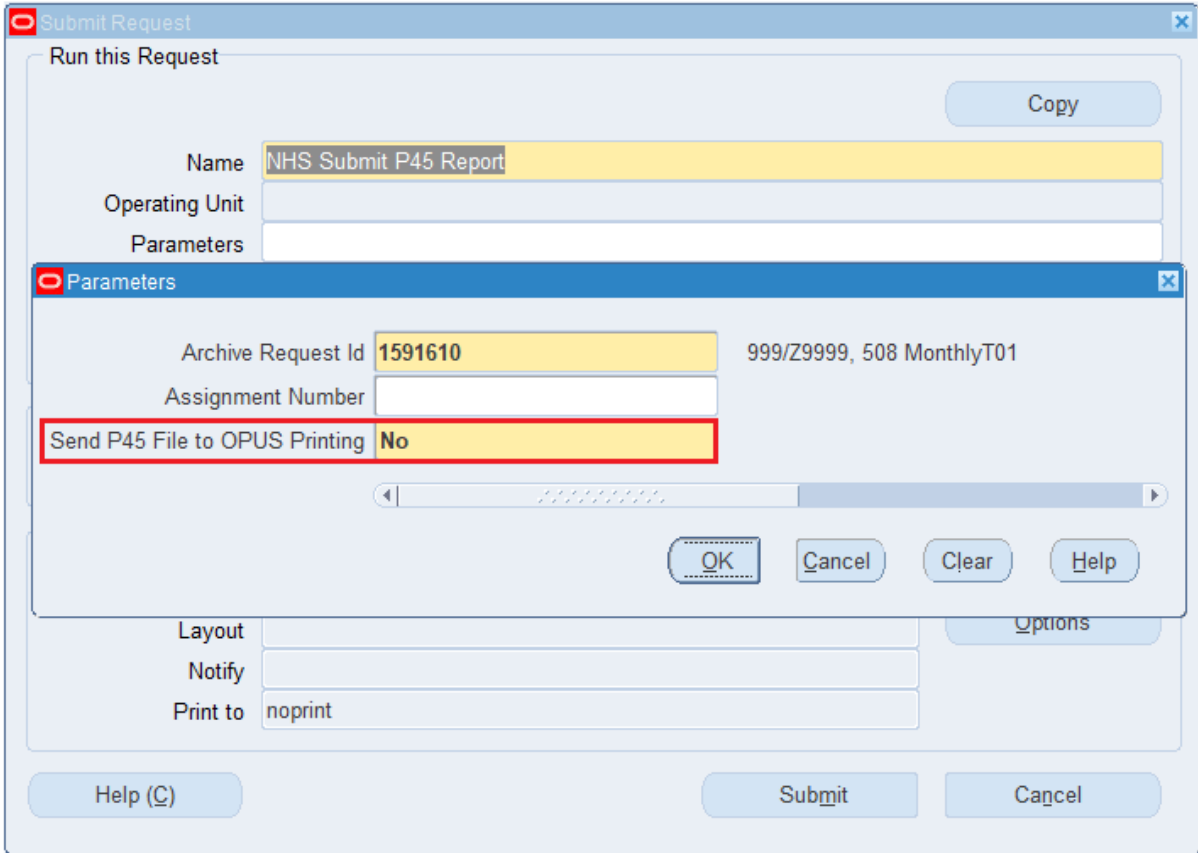
Click on the 'View Output' button to view the P45 Report which will open the full file in PDF format in a separate window. The file can be downloaded and printed locally.

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- **Download the File for an individual assignment for Local Printing**

Run the 'NHS Submit P45 Report' and select the value for Assignment Number and select 'No' for 'Send P45 File to OPUS Printing'. This processes the P45 Report and generates the PDF file for the selected assignment. The Assignment Number drop down will contain the list of assignments processed in the selected P45 Archive process.
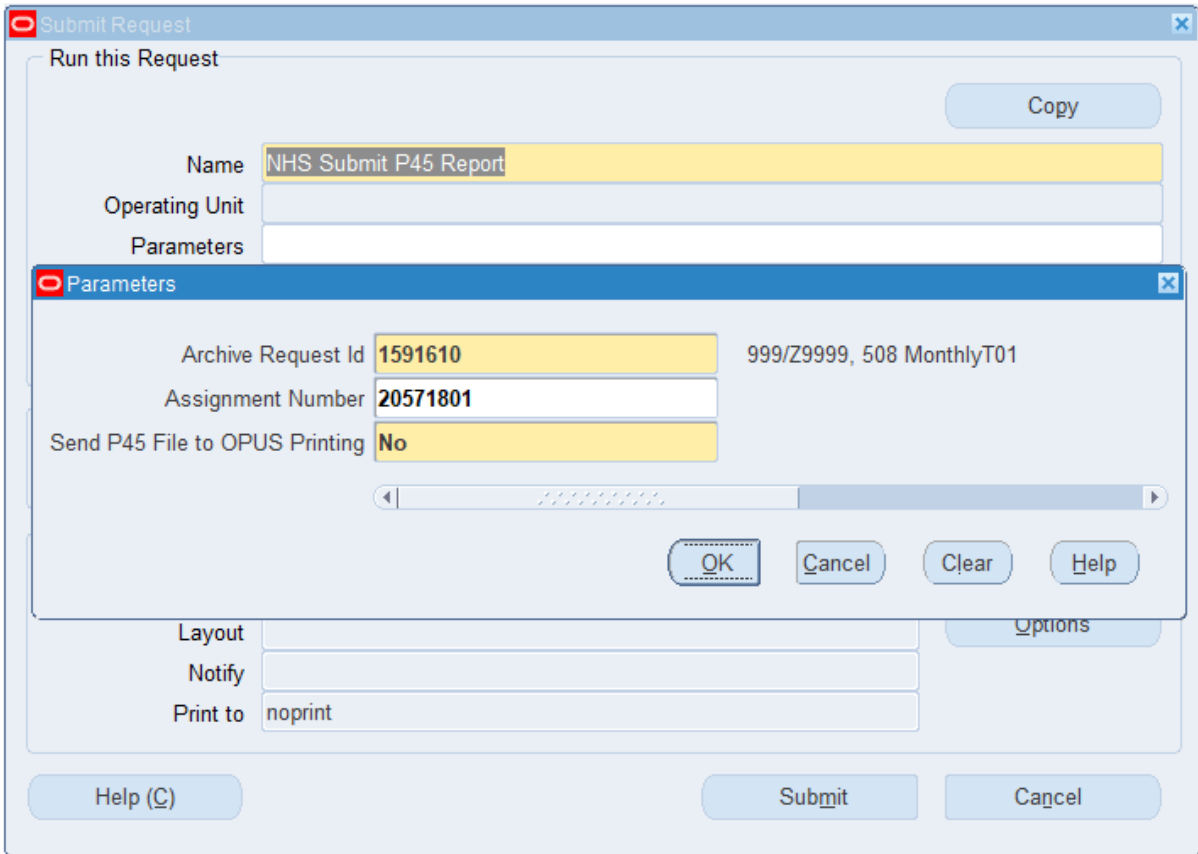
Click the 'View Output' button to view the P45 Report which will open the P45 file for the assignment in PDF format in a separate window. The file can then be downloaded and printed locally.

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8   HMRC Advisory Fuel Rates

HMRC has published new advisory fuel rates for company cars effective 01 Sep 2021 and these rates are now in use in ESR.

For one month from the date of change, employers may use either the previous or new current rates, as they choose. Employers may therefore make or require supplementary payments if they so wish but are under no obligation to do either.

The revised rates are as follows:

Engine Size	Petrol	LPG
1400cc or less	12p	7p
1401cc to 2000cc	14p	8p
Over 2000cc	20p	12p

Engine Size	Diesel
1600cc or less	10p
1601cc to 2000cc	12p
Over 2000cc	15p

Engine Size	Electric
1400cc or less	*4p
Over 1400cc	*4p

* No change has been made to these rates. These are stated for information only.

Action

Please note that mileage payments are not processed when Retropay is run, so any changes to amounts already paid will need to be made manually.

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