

Electronic Staff Record Supporting the NHS: People Plan for 2020/2021 – action for us all

The NHS People Plan sets out actions to support transformation across the whole NHS, focusing on how we must all continue to look after each other and foster a culture of inclusion and belonging, as well as action to grow our workforce, train our people, and work together differently to deliver patient care. 'The principles underpinning the action through 2020/21 must endure beyond that time'.

This document sets out how ESR can support NHS organisations to meet some of the workforce elements within the People Plan 2020/2021.

The NHS People Plan reinforces that the NHS needs to embrace new ways of working which is supported by technology and ensures that NHS organisations have a strong focus on looking after their people.

The People Plan sets out a roadmap of how the NHS will;

- Overhaul recruitment and promotion practices
- Highlight existing and deep-rooted inequalities
- Tackle bullying and harassment
- Increase flexible and remote working
- Improve Talent Management
- Expand e-Learning

How can ESR help?

The Electronic Staff Record is the national workforce solution for the NHS and can play a critical role for organisations when ensuring the People Plan objectives are met. ESR can be an 'enabler' by providing workforce information and/or functionality to meet the NHS needs.

1. Recruitment and promotion practices

ESR is a key partner in delivering the national Enabling Staff Movement Programme. ESR provides functionality that enables staff to easily move from one NHS organisation to another, leading to a more mobile, flexible and agile workforce. This supports recruitment for Doctors in Training as well as wider NHS recruitment by:

- Enabling a more robust new starter process with reduced repeated administration;
- Enabling employment records to be updated online instead of using paper forms;



- Having an on-boarding process that is efficient and professionally managed;
 - The Applicant Dashboard in ESR gives organisations the ability to engage with their applicants at the earliest stage. By enabling applicants to update their personal information and complete any required training before their start date, this capability has been particularly beneficial to organisations that have had to quickly recruit large numbers of clinical vacancies during the COVID-19 pandemic. The Applicant Dashboard speeds up local on-boarding processes so that front line staff can begin work without delay.
 - Immunisations and checks can be transferred as part of the Inter Authority Transfer (IAT) process when moving between employers, resulting in safer on-boarding and removing both risk and cost of unnecessary duplicate immunisations;
- Having previous training and skills records recognised and transferred;
 - ESR provides tools such as an API link for the COVID-19 Digital Staff Passport. The API provides ESR data that supports the temporary re-deployment of staff and enables the temporary employer to review employment and post details from the organisation of the substantive post;
- Experiencing a relevant and value-adding induction;
- Links with other NHS systems that manage professional appointments (Training Information System (TIS)) and recruitment activities, so as to minimise NHS Administration time.

By undertaking an Annual ESR Assessment organisations can see where their usage of ESR can be improved to best meet the principles of the Enabling Staff Movement programme, and can develop a pathway that enables them to maximise the capability in ESR to help them meet local workforce goals and those set out within the NHS People Plan 2020/21.

2. Equality & Diversity and Bullying & Harassment

ESR can play a key role in highlighting existing inequalities – or equally, demonstrating they do not exist. Equality and diversity information (including ethnic origin) for all staff is held within ESR, and can be monitored and reported on at any time using Business Intelligence reporting. (This also meets a requirement for the Workforce Race Equality Standards (WRES) and Workforce Disability Equality Standard (WDES).

The People Plan sets out to ensure that all employers are responsible for preventing and tackling bullying, harassment and abuse against their staff. ESR Employee Relations functionality records information relating to grievances, disciplinary and capability. It has full reporting functionality, providing the ability for NHS organisations to report on employee relations data recorded, including an analysis on Equality and Diversity in relation to Employee Relations cases. This can help organisations to identify trends or areas of concern and can support producing annual reporting requirements.

3. Flexible and remote working

The NHS People Plan advocates flexible and remote working across the NHS. Currently ESR communicates part time working requirements for Doctors in Training through its link with Health Education England. In addition, from December 2020 ESR will further support flexible working by including the ability for NHS employees to request a change to more flexible working via Employee Self Service, enabling employees and their managers to agree flexible working arrangements. From working in partnership with NHS England & Improvement, two new competencies have been developed within ESR that allows employees to add 'Working Carer' and 'Working Carer Passport

Holder' to their records (with manager approval). Employees can also complete the Working Carer e-Learning Package that is nationally available from Carers UK using ESR Learning Management.

Whilst these areas of functionality enable organisations to support specific flexible and remote working arrangements, across the NHS, access to ESR itself also supports flexible and remote working. By setting up Automatic Internet Access for their workforce, organisations can give their employees automatic access to their ESR portal remotely, thereby enhancing the usability of ESR and promoting 24/7 access. ESR can be accessed over the internet on any device, from any location; and with currently over 1.6 million NHS employees accessing their payslip online in ESR each month, this capability is being increasingly used by NHS organisations.

4. Improving Talent Management

Talent Management is key to ensuring there is greater prioritisation and consistency of diversity in talent being considered for senior NHS roles. The Talent Management functionality within ESR provides organisations with capability to manage and monitor the careers of their employees.

ESR maintains the competencies, qualifications and experience of each staff member and manages their development reviews and training. Employee competencies are maintained within defined national and local frameworks, and a comprehensive suite of reports allows the status of development reviews to be monitored, as well as showing the status of competencies and qualifications at local, regional or national level.

This capability within ESR further supports the wider Enabling Staff Movement programme. As employees move around the NHS and their record transfers via IAT so do all of their national competencies, qualifications and learning; creating a career long record as part of the recruitment processes and practices referenced in section one of this paper.

5. Expanding e-Learning



ESR provides an online e-Learning platform for all NHS staff. By utilising ESR Employee Self Service NHS employees can access over 1,000 free e-Learning programmes. Once completed, training data is recorded directly onto the employees learning record in ESR and this can be reported on at any time using Business Intelligence reporting. Within the e-Learning catalogue there are many statutory and mandatory programmes, as well as more professional development programmes available.

Discovering the link....

ESR functionality can support and enable organisations to meet the business challenges they are currently facing in this changing NHS landscape. By fully utilising ESR as an integrated system, organisations can release greater benefits across the organisation and its workforce. Click the green button below to visit our **Discover Your ESR** website where senior stakeholders and their teams can access more detailed information to better understand how ESR functionality supports key strategic and operational workforce objectives.



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