



People and Organisational Development Manager Bulletin

myNL - New People and OD Website



The much anticipated new website for People and Organisational Development launched on 1st November 2019.

Since then, there have been over 26,000 hits on the site.

MyNL is a one stop shop for all your HR policies and procedures, guidance, forms, frequently asked questions and much, much more! Click [here](#) to access.

The most frequently viewed pages are noted below with direct links that will take you to them.

- [Buy and Bank Leave](#)
- [Leave and Absence](#)
- [My Pay](#)
- [Manager Guidance](#)
- [MySelf/MyTeam](#)

Other popular searches have included [Redeployment](#), [Maternity](#), [NOC](#), [Christmas Pay](#) and [Smarter Working](#).

There have also been a few searches that have returned no results and the pages where these topics are covered are in the following links: [ICT Checklist](#), [Christmas Pay Dates](#), [Ciris](#) and [Contract offer Form](#).

Visit myNL from anywhere, on any device connected to the internet.

Use the **'How can we help?'** bar to search for what you need quickly and easily.

You can also find helpful links here to myTeam and mySelf along with access to our other website including LearnNL, NL Life and Work well NL.

myNL Demo Drop in Sessions

The People Helpdesk have already provided a number of demo drop in sessions on **myNL** within the Civic Centre, Fleming House, Kings House, the Dalziel Building and

Airdrie and Motherwell Social work localities. Some more are scheduled for the new year including a number of our schools.

If you would like the People Helpdesk to provide a demo in your area or would like promotional posters and business cards sent to you, please contact Louise McHenry, People Helpdesk Manager who will arrange this. At the demos we are also offering support with accessing and using **mySelf**, as well as answering any other enquiries you may have about the Employee Service Centre.

Buy and Bank

As communicated last week, the scheme has been a great success with more applications than ever before. Due to this it has been **extended to 19th or 20th December** depending on whether staff are fortnightly or four weekly paid.



The HR Operations Teams are currently working their way through initial checks and they will be advising staff and managers who have not met the criteria to allow them to take the balance of leave before the end of January.

There will be a final check carried out on absence at the beginning of January just in case anyone has had a sickness absence over December which brings them into the criteria where they don't qualify.

Due to the extended deadline, it is anticipated that deductions will commence from the first pay in February and we will also strive to have the leave balance updated on myself by the end of January.

Please advise staff of these dates as the People Helpdesk normally start to receive calls from the beginning of January asking when leave balance will be updated and deductions will commence.

Please take the opportunity during the extension to liaise with your staff to ensure submitted claims have got to you and contact the People Helpdesk if there are any issues.

More detail and guidance can be found [here](#).

Changes to Notification of Change process for Education and Families



It has been agreed that in Education and Families, the notification of change form will no longer be sent to Business Partners and will be sent directly to the Employee Service Centre from the new year. Head Teachers will have named HR Operations Advisors who they can contact for help and advice. There will be a training programme scheduled shortly and representatives from all the Employee Service Centre teams will attend. If you have any specific areas that you would particularly like

to see covered in these sessions please e-mail the People Helpdesk on ESC-HelpDeskTeam@northlan.gov.uk

New Team in Employee Service Centre

A new team will be in operation from January 2020. The team “The ESC Process Improvement Team” with members from HR Operations Team and the Workforce Systems Development Team will work together to review and develop more efficient and effective HR processes. Listed below are just some of the tasks that the team will be responsible for.



- Engage with other ESC teams in the development of processes.
- Engaging with stakeholders effected by the proposed change and ensuring ownership of change prior to implementation.
- Design, develop and deliver training materials.
- Continually reviewing, contributing to and producing changes to HR processes with the aim of reducing or eradicating manual input and digitalising processes where possible.
- Mapping of and Implementation of the new document management system.
- Administration of the myNL website on behalf of HR Operations.

This team will play a crucial role in supporting managers and colleagues through future HR changes to processes.

New Starter & Employee Changes – Deadline Past



Please be aware that if you are signing off any employee changes or for any new starters that the following are the next date’s employees will be paid:-

Four weekly (0407) – 11 February 2020

Two Weekly (0416) – 23 January 2020

Teachers (0410) – 30 January 2020

Please be mindful of this when agreeing dates with employees and if you do appoint or make a change that the employee is made aware of when they should expect to be paid.

Election 2019 payments

Teams have worked hard to ensure that everyone who worked the election on 12 December are paid on Christmas Eve.



Any payments not made on 24th December will be paid on Wednesday 15th January 2020.

Great work by everyone involved at the Election Office, HR Operations and Payroll and Pensions Teams. This is the quickest that staff have ever been paid for working an election and has been no mean feat.

This has involved a great deal of work, communication and team work between the election office, HR Operations and Payroll. Well Done!

Faster Payments



We have a large number of faster payment requests for overtime payments that have not met payroll deadlines for Christmas pays.

Due to the large volumes of these requests in the past, we agreed to only accept faster payments in certain circumstances. Communication on this was sent out in Summer 2018.

Just a reminder that regardless of the reason for the request, we only accept faster payment requests for basic pay or where the manager can demonstrate hardship.

Due to the large volume of the requests during the Christmas pay processing period, we are undertaking a review of where these requests have come from and will be in touch with services in the new year where the larger volumes exist. Hopefully we can help ensure processes are robust so that these requests and the employee angst that often goes with them, can be reduced in future.

Redeployment Guidance

Following the appointment of our Redeployment Coordinator, Melissa Fraser, guidance has been developed to complement the redeployment policy.

This guidance will support both the manager and employee through the process.



Click [here](#) to be taken directly to it.

MyJobScotland advert freeze lifted early



As you will be aware from the November Manager Brief, there has been a freeze on adverts on Myjobscotland (MJS) from 22nd November until 6th January 2020. This freeze was required in order to facilitate the transition of MJS current application form to the Responsive Application Component (RAC).

MJS have reported to us this week that due to the success of the implementation, the process has been completed early and the advert freeze can be lifted with immediate effect.

If you do plan to advertise this side of Christmas, consider a longer closing date as applicants don't tend to apply for jobs until after 4th January.

Recruitment forms and training

The recruitment team have been reviewing some of our forms to make the recruitment process more streamlined, the forms will be updated on MyNL in January. If you are feeling a bit rusty on Talentlink and the recruitment process and would like refresher training our team are happy to facilitate training. We can talk you through how to access your applications and interview schedule and what forms need to be completed along the recruitment journey.



If this is something you are interested in please e-mail [ESC – Recruitment Team](#).

iTrent Update



We are currently developing several new pieces of functionality within mySelf & myTeam which we hope will streamline these processes for employees and managers, as well as remove most of the administrative burden related to them. The two process currently in development are:

1. Functionality which will allow managers to request changes in relation to hours and work patterns via myTeam. This new functionality will also allow employees to make requests for smarter working via mySelf.
2. Off boarding functionality via mySelf/myTeam. This allows an employee to submit their resignation information via mySelf or allow the manager to update iTrent on their behalf.

The main benefits to these processes are:

- No need for managers to submit NOC forms to request a change.
- Faster, easier process for the employee/Manager.
- All notifications automatically generated by the system.
- Better reporting.
- This new process will streamline our current process, removing the need for multiple forms and notifications.
- Standardise the process across the organisation.
- Easier for employees to request changes.

We are constantly looking to improve the access and functionality that staff have to both myTeam and mySelf, with all staff having access mySelf. There are over 10,000

unique user log-ins each month, with over 12,500 staff having used the system over the last year.

We continue to provide training and support to managers and employees for myTeam & mySelf. If this is something that you believe would be of benefit to you, please contact the ESC People Helpdesk to note your interest. Someone from the team will contact you in the New Year to arrange a time that suits everyone.

There are many new and exciting developments coming in 2020 which will continue to help streamline and improve our processes and I look forward to bring you more information on these in the New Year.

Scottish Social Services Council - Home Support Worker Registration

A huge well done and thank you to all managers, admin support and home support workers who have engaged with the Service and worked tirelessly to ensure that the Home Support workforce are registered as required with the Scottish Social Services Council (SSSC) by the 13th December 2019 deadline.



It has been no mean feat registering a workforce of over 1200 home support workers and the challenge was made even greater when the deadline was brought forward from March 2020 to December 2019 by SSSC. However the great team effort has achieved a 97% return rate ensuring a seamless transition to a registered workforce in September 2020. The remaining Home Support Workers who have not as yet submitted their registration documents/fee require to engage with the service via their manager as a matter of urgency to ensure they can continue in their Home Support role when the September 2020 mandatory registration deadline occurs.

Reminders

1. **Newly appointed** - Now that Home Support are a registered workforce we must ensure that any new Home Support Workers are registered within the SSSC timeframe and that online registration is made within 4 weeks from date of appointment.
2. **Yearly Renewal and Fee** - All workers will be required to submit a yearly renewal application and ensure payment of the annual fee is paid (currently £25). Fees can be set up by direct debit.
3. **Code of Conduct** - Employees who are registered with SSSC must comply with North Lanarkshire Council's Code of Conduct as well as the SSSC Code of Conduct. Both codes can be found in the links below.

<http://mynl.co.uk/download/64/employee-code-of-conduct/3377/employee-code-of-conduct.pdf>

<https://www.sssc.uk.com/knowledgebase/article/KA-02412/en-us>

Family Firm



The Family Firm programme continues to grow and develop and we would like to share with you some of our recent successes.

One of our young people was on placement in an admin role and has been successful in gaining a full time position within the same team. Well done and we wish you well in your new role.

Rachel M was on placement within a nursery setting and was doing really well. She was supported by her Job Coach to apply for an early years position and we are delighted that she was successful and has been able to remain in the same nursery.

Rachel D was also supported by her Job Coach, to apply for an early years position. Rachel was successful in gaining the post and has taken up her position in a local nursery.

The programme is currently undergoing evaluation and when completed will be re-branded under the title of Roots: Opportunities for Growth, which was a title developed by the young people currently on the programme. This will cumulate in a celebration event on 13th March 2020, where we will showcase the new branding and celebrate with the young people in recognising their achievements

LearnNL

Learn NL is now well into its second year of providing one stop access to a multitude of learning and development opportunities for every NLC employee. As 2020 progresses we will be looking at even more innovative ways to help everyone develop their digital skills to keep pace with the innovations in how we work introduced by DigitalNL.



Graduate Apprenticeships



Would you like to study towards a degree whilst still working in your job? If so, a Graduate Apprenticeship (GA) may be for you. Next year we will be offering more opportunities for colleagues to take part in our very successful Graduate Apprenticeship programme. We have over 40 colleagues already studying towards a GA and we are delighted to receive a commendation from Skills Development Scotland on the development support

we have put in place to support you through your GA and set you up for success. If you would like more information, please contact Pauline McCafferty, Leader and Talent Development Manager on mccaffertypa@northlan.gov.uk or 01698 520641.

Learning Management System (LMS)

The TOD team have recently been given approval to implement a learning management system which will transform our learning and development offering to all staff. The new system will allow you to manage all your learning and development in one place and access lots of new and exciting learning activities. We will have a brand new look and feel to our e-learning and lots of new exciting topics for you to explore. As part of this system, we are launching a new leadership and management development offering where our leaders and managers will have access to a wealth of learning and development resources to help develop their skills. Keep an eye out on [LearnNL](#) for updates, for further information, please contact the TOD team on tod@northlan.gov.uk



NL Life



There's lots more to come with NL life in the next few months. In early 2020 watch out for healthy eating support for colleagues, Walk the block challenge, mental health and wellbeing support, Lanarkshire Credit Union services becoming available for the first time plus some competitions!

We wish you a Merry Christmas and a Happy New Year

All that is left to say is, on behalf of all of us in People and Organisational Development, we wish you a **very Merry Christmas and a Happy New Year.**

Thank you for all your support over the last year and we look forward to working with you in 2020.



Follow us on Yammer



The Employee Service Centre now has a Yammer page - click on the yammer icon to follow us and keep up-to-date on what is going on.



If you can't find what you are looking for on [myNL](#), call the ESC People Helpdesk on 01698 403151 or [email us](#) on ESC-HelpDeskTeam@northlan.gov.uk
