

Executive Summary

Empower and Retain



This **Executive Summary** will provide you with a concise summary of the key information contained within this segment. It aims to assist you in instigating internal discussions, learning workshops and action plans, to not only help you to understand your current ESR usage, but to also equip you with the knowledge of the complete ESR solution, and how its functionality can support you in meeting your business challenges.

Commentary to the results of the 2017 NHS Staff Survey reflect a service under strain, with staff engagement falling for the first time since 2014. Staff are less happy with the quality of care they are able to deliver, and levels of work-related stress are increasing. Although nationally, the number of staff having an appraisal in a 12-month period has increased, the number of staff believing their organisation provides equal opportunities for career progression or promotion continues to decline... NHS Staff Survey 2017

Behind the facts and statistics about how your staff feel at work, there is a wide range of service-led and environmental issues that are suggested as contributing. As a strategic leader, we recognise that it is your role to ensure your workforce strategy will address these issues to ultimately help you retain talented staff in your organisation and be an excellent model employer.

The ESR solution is an effective communication and staff engagement tool, providing you with the capability to empower your workforce as employees, managers and professional users.

Business Challenges

ESR is a data rich environment to provide you with the workforce intelligence to assist you in empowering and retaining your workforce.

1. Do you have detailed, up to date Workforce Profile information?
2. Do you know where you recruit/attract employees from?
3. Do you understand why employees leave your organisation and where they move on to?
4. Are you offering your employees the right kind of working environment, development, support, and reward?
5. How accurate is your workforce data and is it sufficient to meet national reporting requirements. How do you monitor the talent profile of your workforce?
6. How do you record the achievements of your workforce; can you identify those individuals under/over performing in your organisation?
7. Do you have robust succession plans in place that provide a platform for the most talented employees to grow?
8. Are your Recruitment/HR back office administrative processes efficient and robust?
9. Do your employees/managers have access to data/information relevant to them when they need it?

How can ESR support my business challenge in empowering and retaining my workforce?

ESR supports organisations by being a key enabler to maximise system productivity and efficiencies at a local, regional and national level.

Organisation & Regional perspective:

- Provides a full suite of detailed up to date workforce information.
- Provides rich workforce intelligence regarding the movement of your workforce, to support the development of responsive workforce plans.
- Helps you to understand the talent profile of your workforce and their current and future needs, thereby enabling you to create a responsive learning environment, which is aligned to service needs.
- Elevating your ability to become an 'employer of choice' by enhancing the experience for all NHS employees within your organisation.

National perspective:

- Supports the NHS Five Year Forward View, through the Self-Service, Shared Services and Business Intelligence functionality.
- Supports the objective to improve data quality as driven by NHS Digital and the WoVen reports.
- Is the master workforce system identified by the National Streamlining Programme, supporting projects such as Doctors in Training and the Mandatory and Statutory Training Programme to aid the movement of staff.
- Supports seven of the recommendations made by the Carter Review to maximise efficiencies within the system.

Talk with your regional NHS ESR Account Manager or ESR Functional Advisor

The NHS ESR Programme Team is here to support and guide you with the ESR workforce solution.

- Use this tool as a guide for your meetings/learning workshops
- Offer advice and support on all ESR functionality
- Produce your **ESR Annual Statement**, which gives you an assessment of your current ESR usage, including recommendations for system optimisation.

How can ESR help me in meeting the financial challenge?

Greater efficiencies are possible through full implementation of the ESR system. By maximising your use of specific ESR functionality your organisation you will gain greater efficiencies across the whole solution, which will in turn benefit the whole of the organisation and your workforce.

The implementation of ESR Self Service offers a wide range of cost and service improvement opportunities; through the re-modelling of business processes and modernising the workforce, to providing you with the ability to engage and empower your workforce, thereby enhancing their experience of working in your organisation by encouraging them to manage their own data.

Cost Improvements:

- Opportunity to streamline business processing, minimise or eradicate centralised data entry teams.
- Improving retention rates will reduce your vacancy rate/recruitment costs.
- Reduce your staff turnover and improve your workforce stability rate.
- Reduce bank and agency costs by streamlining your on-boarding processes.
- Reduce lengthy face to face induction for new starters by introducing Statutory and Mandatory training prior to a new employee's start date, therefore reducing recruitment cost/time to hire timescales.
- Reduce/remove incorrect/over payments for current staff or leavers with timely data input into ESR at source.
- Remove internal delivery costs for paper payslips by moving to on-line payslips.
- Reduce your training costs by increasing e-Learning for non-clinical and clinical training.

Service Improvements:

- Benefit from a more engaged workforce staff by encouraging a culture of supportive processes.
- Improve the timeliness and quality of your workforce data.
- Have a greater understanding of your data and workforce requirements at source.
- Be paper-light and reduce your carbon footprint. ESR is one-stop-shop for all workforce information, maximising efficiencies in back office functions.
- Increase productivity by fully implementing the simple and easy to use ESR Portal, thereby reducing time away from work duties.
- Provide your managers with up to date workforce information to assist them in managing their staff.
- Provide instant access to essential employment information through the ESR portal, such as on-line payslips, Total Reward Statements, learning compliance and annual leave.
- Use the ESR Portal as a key internal communications tool for all organisation news; using the local links and twitter portlets.

What do I need to do?

Evaluate...

Understand your current ESR usage to identify areas to empower and retain your workforce.

- Using ESR Portal and/or BI, do we understand our current Workforce Profile (e.g. Headcount, Age Profile, Staff Group/Roles)?
- Do we use Self Service to empower/enable our staff and managers to access personal data, professional data, learning and development records etc. easily and efficiently (e.g. 24/7, on mobile devices, and over the internet)?
- Using Self Service, do we empower/enable our staff and managers to undertake the day to day transactions to enable a streamlined, efficient, and paperless system?

For more questions, click on 'Start a Conversation' icon within the Empower and Retain segment of the Discover Your ESR tool.

Consider...

What other factors come into play that could help or hinder our Workforce Strategy?

- What are our organisational constraints that could impact on future changes/developments?
- What do we consider to be the potential barriers to Self Service, and have we discussed these with the NHS ESR team?
- Do we have local subject matter experts within our Workforce functions who can support our workforce development?
- What other organisational strategies outside of my portfolio are being considered that will impact on our workforce?
- Is there a Streamlining programme in our region, and are we involved in the work streams?

Take Action...



Meet with ESR stakeholders – Workforce/HR/Learning and Development / Finance / Payroll / Senior representative from your Directorates / Business Units



Meet with your NHS ESR Account Manager / Functional Advisor

For a suggested list of questions and subject areas for discussion, please re-visit the Discover Your ESR tool.

How to achieve maximum efficiencies

Understanding the connectivity of all the functionality within your ESR, will help you identify how you can make the workforce management solution work for you in order to meet the business challenges of providing an empowered and retained workforce. By utilising all the functionality you will gain maximum benefits to your back office functions, enabling your managers and your workforce to achieve overall benefits to them and to the organisation. To gain a greater understanding of how to fully optimise the solution, click on the 'System Optimisation' icon within the Empower and Retain segment in the Discover your ESR tool.

