

Executive Summary

Workforce Intelligence



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.

The Lord Carter Report looks at improving productivity and making efficiency savings in the NHS. It highlights the importance of data quality in producing accurate metrics, and notes that as the national workforce solution - ESR can play a critical role for organisations when implementing its recommendations. Particularly it states that **'Trusts must get a tighter grip of their coding to the ESR database and use the data in their daily management of staff'** and cited ESR as an **'enabler'** by providing workforce information and functionality.

ESR is a data rich environment, providing a vast range of quality workforce information across the whole workforce solution to employees, managers, and organisations, providing a full hire to retire solution presented in a variety of forms to suit the user. Whether that's provided through the ESR portal and its portlets as targeted pre-analysed information to assist with managing compliance, to view pay and pension information for the employee, to help manage annual leave or appraisals for people managers, or through the Business Intelligence tool to understand the sickness level and turnover rates at an organisation level; it is all available to you at no cost to the organisation.

Business Challenges

ESR is a data rich environment, providing you with a wide range of workforce intelligence.

1. Have you considered the recommendations in the Carter Report and understood how to meet these challenges?
2. Do you use high quality data to inform effective workforce planning, local and national reporting, and meeting CQC inspections and audits?
3. Do you have accurate workforce data to respond to the changing NHS landscape, including new models of care and local STP activities?
4. Does your workforce data meet the needs of your Board?
5. Do you have a clear workforce intelligence strategy to support making improvements and efficiencies within your workforce?
6. Are you able to easily identify and measure against core KPIs for your organisation?
7. Do you empower your employees and managers to take ownership of their workforce data and those of their teams?
8. Do your back office teams fully utilise Business Intelligence to support and enhance service they provide?
9. Do your managers - including your leadership team, have access to ESR Business Intelligence dashboards – providing a near real-time graphical view on your operational KPIs? This is available on desktop or mobile device and provides a highly mobile and agile reporting tool.

How can ESR support my business challenge of ensuring we have effective workforce intelligence?

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

Organisation & Regional perspective:

- Ability to report on a wide range of workforce intelligence using the ESR Business Intelligence reporting tool.
- Ability to mobilise workforce information to respond to regional STP plans.
- Ability to improve data quality across workforce information through increasing the visibility of information via the ESR portal and Self-Service functionality
- Ability to empower your employees and managers through the implementation of ESR Self Service.
- Ability to streamline centralised workforce reporting through the implementation of Self Service and the ESR portal.

National perspective:

- ESR workforce data is automatically made available for national reporting through the ESR Data Warehouse, thus reducing organisations' national reporting requirements.
- Ability to streamline ESR reporting for regional and national benchmarking.
- Effective workforce reporting supports organisations in responding to a range of national directives, including Lord Carter Review, draft National Health and Social Care Workforce Strategy and the Five Year Forward View.
- Effective use of workforce intelligence enables organisations to respond to the changing NHS landscape.

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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.

An overarching financial case for using ESR is that all aspects of the Solution and Service are centrally funded. This means that the return on your investment – which is a local project delivery investment only – is immediately maximised by not having to procure, fund and maintain such rich capability.

Cost Improvements:

- Returns data quickly, resulting in less time spent waiting for reports to complete
- Ability to import external data into BI, thus eliminating the need to purchase alternative solutions to compare data
- Ability to view the reports via desktop or on mobile devices, using the internet
- Use of the suite of BI reports available allows users to forecast future events (e.g. training days), thus ensuring cost-effective planning
- Opportunity to reduce the production of reports from a central reporting function
- Ability to report across the full integrated ESR solution, thus reducing the need to manipulate data outside of ESR
- A reduction in ad hoc reporting requests from managers and core functions as a result of Self Service and Local BI reporting URP
- Reduction in ad hoc data requests from employees as a result of Self Service and the portal

Service Improvements:

- Access to a full suite of standard national dashboards and associated reports
- Pre-analysed data with built in functionality to enable further definition to meet your specific needs
- Allows effective benchmarking of your local KPIs at a regional and national level.
- Utilising the ESR BI Alerting functionality to schedule summary reports for delivery to users via BI or via email
- Allows managers to view reports specific to their teams at a time that's convenient for them
- Encourages improvements to data quality due to the visibility and accessibility to data
- Ability for employees, managers and core functions to view data in real-time or near-to real time
- Opportunity to improve people management, through access to employee data; such as appraisals, and learning
- Supports effective workforce planning, from planning recruitment to address an ageing workforce and to planning the learning offering to meet the needs of the workforce and the service

What do I need to do?

Evaluate...

The following questions will help you to evaluate what your current workforce reporting capability is;

- Do I understand how we currently report on our workforce, and what systems we use to do it?
- What are our reporting requirements at all levels – e.g. National, Regional, Board, SMT, Operational, managerial level?
- Is our Workforce team fully trained on ESR BI and do they understand how gain maximum use of the functionality?
- Are we using all areas of ESR effectively to contribute to the collective workforce intelligence of the organisation?
- Is ESR regarded as the central point of data for our organisation?

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

Consider...

Consider how your workforce data meets your reporting needs;

- What are our current workforce reporting challenges?
- How robust and useful is our current level of workforce intelligence?
- How easy is it for the Workforce team to supply information quickly in response to national requests (e.g. CQC, NHSI, etc.)?

Take Action...



Meet with your Board and/or Senior Management Team



Meet with your ESR Lead and Workforce Analyst

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 ensuring you have effective workforce intelligence. 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 Workforce Intelligence segment in the Discover Your ESR tool.

