

# Getting used to new systems

**OUR new computer systems - WorkPlace, OrderPoint and SAP - have been up and running for more than three months. They deal with all our finance, HR, payroll and procurement.**

**Our latest landmark was the successful transfer of 22,000 more payroll records for all non single status employees and all those who work for schools. That's on top of our Single Status payroll of more than 15,000 employees.**

**Many of you will know there have been problems - some bigger than others. And we're very sorry for the difficulties they are causing you. But we - and our suppliers Capgemini - continue to work hard to put them right as quickly as possible.**

**Here's a brief outline of what we've been doing to iron out the latest issues.**

## Service desk

SINCE going live on 6 April we've had around 13,000 calls for help or advice. We've already sorted almost 11,000 of them and we're doing all we can to deal with the outstanding ones.

As we expected with a project of this size initial call levels were very high. But as we resolve the problems and you and your colleagues get used to the new system, the number of new calls is falling rapidly.

## Payroll

WE have had a number of problems with the payrolls. Last month 14,100 of you were paid correctly. But around 1,000 of you were not and we're very sorry about it. We are doing all we can to put it right this month and to stop it happening again.

There were three main reasons for the mistakes in some of your pay:

- System errors – we have found some errors on the system which need putting right. We are working with Capgemini to tackle them as our top priority. The biggest groups affected include home helps, cleaners, commissionaires and care workers.
- Human errors and mistakes – most people's pay is different each month particularly if you work unsocial hours, extra time or overtime. It means it is crucial that the right information is put into the system within the right

timescales. There have been problems doing this. So we have provided more training and support to help managers do what they have to do.

- Home help timesheets – this has caused us a problem - particularly transferring the timesheets on to the payroll. All this means some of you have been overpaid and some of you have been underpaid. If you think that your pay is not right please call the shared services centre on 01629 535119 or extension 35119. If you have been underpaid we can organise an extra payment - you don't have to wait until the next month to get the pay you are due. If you have been overpaid we will take it off your next month's pay. The difference in some people's pay may be the result of Single Status changes to some allowances and not for any of the reasons above.

## Payroll dates

THE last day information from WorkPlace and Time Managers WorkPlace will be taken into account for the August payroll is Tuesday 17 August. The system will close at 5pm on that day and will re-open no later than Tuesday 24 August.

Information put in after 5pm on 17 August will not make the 25 August payroll.

## Finance

### OrderPoint

WE had several problems with OrderPoint to start with. Some invoices were sent to the wrong people for approval and some of you were confused about the role you had in ordering or approving invoices.

In April around 1,200 orders were created and this rose to more than 3,000 in June. Now we have sorted out the problems we expect the figure to double as more of you use OrderPoint.

We have provided more training and support so you know what you have to do. We're also writing to all our suppliers to ask them to use email - where possible - rather than paper systems.

### Invoices

SINCE we went live in April we have used the new system to pay over £230m to our suppliers based on 125,000 invoices.

Now more of you are using OrderPoint for your orders, more of our suppliers are including order numbers on their invoices. This makes everything much simpler and means they will get paid quicker.

## WorkPlace

### Work schedules

WE had over 3300 work schedules to change. We're working our way through the list and have around 500 left to amend. But those that affect your pay are our top priorities.

If you are affected please keep entering your working times and book your leave through WorkPlace. Once we've sorted your work schedule, your working time will correct automatically.

We have also asked managers to check all work schedules to make sure they are right. Guidance on how to do this is on Dnet.

### Support sessions

JUST turn up at any time for these WorkPlace drop-in sessions:

#### Fri 23 July

North East Derbyshire Area Social Services Office, Market Street, Clay Cross  
9.30am - 12.30pm

Buxton Library, Kents Bank Road, Buxton 1pm - 4pm

#### Mon 26 July

Bolsover Area Social Services Office, Oxcroft Lane, Bolsover 9.30am - 11am

Shirebrook Social Services Sub Office, Byron Street, Shirebrook 11.30am - 1pm

Shirevale Resource Centre, Rockley Way, Shirebrook 2pm - 3.30pm

#### Tue 27 July

Ripley Library, Grosvenor Road, Ripley 9.30am - 12.30pm

Alfreton Social Services Sub Office, Alfreton Primary Care Trust, Church Street, Alfreton 9.30am - 12.30pm

Alfreton 9.30am - 12.30pm

#### Thu 29 July

Chesterfield Area Education Office, St Helena Centre, Sheffield Road, Chesterfield 9.30am - 12.30pm

Chesterfield Area Social Services Office, West St, Chesterfield 1.30pm - 4.30pm

#### Wed 4 Aug

Eckington Social Services Sub Office, 90 Southgate, Eckington 9.30am - 12.30pm

Staveley Social Services Sub Office, 19 High Street, Staveley 1.30pm - 4.30pm

#### Thu 5 Aug

Erewash Area Social Services Office, Rutland Mill, Market Street, Ilkeston

9.30am - 3.30pm

#### Fri 6 Aug

South Derbyshire Area Social Services Office, Civic Way, Swadlincote 9.30am -

12.30pm

#### Mon 9 Aug

Chapel en le Frith Social Services Sub Office, Cromwell House, High St, Chapel

9.30am - 12.30pm

High Peak and North Dales Area Social Services Office, Talbot Street, Glossop

1.30pm - 4pm

#### Wed 11 Aug

Chesterfield Youth Offending Team, 56 Cobden Rd, Newbold, Chesterfield

9.30am - 12 noon

#### Mon 16 Aug

Shand House, Dale Road South, Darley Dale 9.30am - 12.30pm

Derbyshire Dales Area Social Services Office, Stancliffe House, Molyneux

Business Park, Whitworth Road, Darley Dale 1pm - 3.30pm

**More information: Bob Busby 36806**

## SINGLE STATUS LATEST

# 14% of staff involved at appeal stage

WE'VE nearly finished the first part of Single Status appeals and you will soon know if yours is going to the next stage.

You may remember that we had a total of 1,528 appeals - 1,377 individual appeals and 151 collective appeals. They involved a total of 2,194 employees - 14% of staff included in Single Status so far.

### Individual Appeals - 1377

CRD	CAYA	ENV	AC	CACS	CE
171	429	141	532	51	53

Total 1377

### Collective Appeals - 151

CRD	CAYA	ENV	AC	CACS	CE
85	364	58	248	21	41

Total 817

Good progress has been made at Stage 1 of the appeals process - we have considered 80% so far. Stage 1 is a paper based process and the panel considers:

- If there are insufficient grounds provided to re-evaluate the job.
- If the grounds are sufficient to re-evaluate the job.
- If your job should be slotted to a different benchmark.
- Whether your job is significantly different enough from any benchmark job to require a separate evaluation.
- If the appeal should be heard as part of a collective appeal.

The decision of the joint panel at Stage 1 is final. We will write to you when we have completed Stage 1, which should be by October.