

# WIRRAL COUNCIL

## THE EMPLOYMENT AND APPOINTMENTS COMMITTEE

22 MARCH 2012

<b>SUBJECT:</b>	<b>CORPORATE CASEWORK SYSTEM</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF LAW, HR AND ASSET MANAGEMENT</b>
<b>KEY DECISION?</b>	<b>NO</b>

### 1.0 EXECUTIVE SUMMARY

1.1 The purpose of this report is to advise The Employments and Appointments Committee on the development of a corporate casework system for recording and monitoring all employee relations cases.

### 2.0 BACKGROUND AND KEY ISSUES

2.1 One of the recommendations of the independent report into alleged bullying and abuse of power in Adult Social Services was that the Council developed a corporate casework system to deal with grievance and other employment arrangements.

2.2 The corporate casework system will maintain a Casework Management Register for all employee complaints received under all key procedures, which facilitates the co-ordination and overall supervision of each grievance, disciplinary, serious absence case and Whistleblowing investigation.

2.3 The purpose of the system is to:

- Assist in the improving the Council's management of employee relations cases
- Improve the timescale in which investigations are undertaken and enable early identification of cases that are not progressing.
- Highlight trends and potential problem areas across the council
- Improve management information and reporting of employee relations issues

2.4 HR officers will be assigned to all cases and will be responsible for maintaining details of progress in each case.

2.5 The system has been developed in-house within existing resources using MS Access database. It has been piloted within CYPD and following that a number of refinements and changes to the system were made to improve its functionality. The casework system has an interface with HR/Payroll system (Resource-Link) which means that employee details, department, job role, line manager and equality information can be populated when the employee number is submitted when a new case is opened.

2.6 The casework system includes the following information:

<b>Employee Details</b>	DOB Start date Length of service Line Manager Department Main post details Other post details
<b>Case details</b>	Date received Nature of issue Policy (Discipline, Grievance, Absence etc) Stage of policy Date suspended (if appropriate) Employment Tribunal case Name of Manager Name of HR Officer dealing with case Name of Support Officer TU representative Outcome
<b>Equality Information</b>	Employee Equality information (protected characteristics)
<b>Contact</b>	(All contact on case) Contact Correspondence Interviews undertaken Reasonable adjustments made
<b>Related Cases</b>	Other cases involving employee (con-current or complete)

2.7 This information is currently being input into the system and will go fully live in April 2012.

2.8 Under new arrangements a HR Officer will be allocated to each case to advise the investigating officers and managers. The corporate casework system will be maintained by Human Resources.

### 3.0 FUTURE REPORTS

3.1 The system will provide more detailed reporting on Employee Relations cases that has been possible in the past. This management information will be produced by Human Resources for Departmental Management Teams, The Executive Team and The Employment and Appointments Committee.

3.2 In view of this it is proposed to discontinue the current 'allegations' report which provides details of the outcome of gross misconduct. This information will still be provided but incorporated into a quarterly 'Employee Relations Performance Report' which will provide the following information.

- Numbers of cases under each policy (Disciplinary, Grievance, Absence Management, Capability and Whistleblowing\*)
- Stage
- Duration of case
- Outcomes at each stage
- Decision of Appeal Committees
- Details of Employment Tribunals that have been submitted against the Council
- Equality Information and any trends identified from the nature of cases
- Analysis of the above

This information will be provided under exemption as required.

#### **4.0 RELEVANT RISKS**

4.1 None Identified

#### **5.0 OTHER OPTIONS CONSIDERED**

5.1 N/A

#### **6.0 CONSULTATION**

6.1 N/A

#### **7.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

7.1 N/A

#### **8.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

8.1 The casework system has been developed in-house with the assistance of IT, and within existing resources.

#### **9.0 LEGAL IMPLICATIONS**

9.1 N/A

#### **10.0 EQUALITIES IMPLICATIONS**

10.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

No because there is no relevance to equality.

#### **11.0 CARBON REDUCTION IMPLICATIONS**

11.1 N/A

#### **12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

12.1 N/A

**13.0 RECOMMENDATION/S**

13.1 The Employment and Appointments Committee notes the report and the development of the corporate casework system.

13.2 The Employment and Appointments Committee agrees that the allegations report is discontinued and is replaced by a report on Employee Relations Performance.

**14.0 REASON/S FOR RECOMMENDATION/S**

14.1 To make The Employment and Appointments Committee aware of progress on the development of the corporate casework system.

14.2 To improve the reporting of performance on employee relations issues across the Council.

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**APPENDICES**

N/A

**REFERENCE MATERIAL**

There is no reference material.

**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>