28th Nov. 2019

Ms. Éilis Fallon,
Committee Secretariat,
Public Accounts Committee,
Leinster House,
Dublin 2.

Re: NiSRP (PAC Ref: PAC32-I-1682)

Dear Ms. Fallon,

I refer to your correspondence to Mr. Paul Reid, Chief Executive Officer, Health Service Executive following the PAC meeting of the 14th Nov. in relation to the National Integrated Staff Records & Pay Programme [NiSRP].

Please find below for the attention of the Public Accounts Committee members response to the issues raised.

If any further information is required please do not hesitate to contact me.

Yours sincerely,

Ray Mitchell
Assistant National Director
Parliamentary Affairs Division

Encl.
Response for the Public Accounts Committee

Re: National Integrated Staff Records & Pay Programme [NiSRP].

Response:

In response to your letter dated 20 November 2019, in relation to the matters raised at the Committee of Public Accounts (PAC) meeting on the 14 November 2019 (reference number PAC32-I-1682). At the session, the Committee considered correspondence from the HSE dated 5 November, in relation to the National Integrated Staff Records & Pay Programme (NiSRP).

Your correspondence states “The Committee noted significant changes to processes for certain staff in capturing staff hours worked, payroll and staff records processing, particularly in relation to employees who work overtime, weekends, bank holidays and days off as part of the normal week, and the calculation of their pay accordingly”.

The NiSRP system is fully operational in HSE East since June 2019, is fit for purpose and configured to process Bank Holidays, Sunday Premiums, Overtime Premium Pay and Subsistence Payments in line with HSE Policy and Terms & Conditions. There is no change to how staff are paid in this regard and the system is fully configured to calculate and make these payments, as returned by line managers and staff.

As stated in earlier correspondence, for the vast majority of HSE staff, the only change is the introduction of the self-service tool (NiSRP Self Service). Employees can now apply for leave, submit travel claims and sick leave certificates on-line. Staff can also view payslips and update personal data such as Home Address, Work Address and Bank Details. Before NiSRP, this was a completely manual process. Access to self service is available online, 24/7, on an employee’s own device. From a management point of view leave requests and travel claims can be approved on line, eliminating the need for manual records.

The introduction of the new system has had a particular impact on the 400 Time Returning Officers (TROs). Prior to NiSRP the process of capturing and returning time worked was fully manual. TROs now enter this information directly onto the system. In addition, staff in the payroll and staff records departments, spend less time on manual data entry and increased time on data validation.

As with any new implementation, there were some initial teething problems which impacted less than 200 staff (approx. 1%) including National Ambulance Staff, Psychiatric Nurses and Craftworkers in HSE East. Issues resulting from delays in submission of time returns and incorrect data entry, gave rise to some staff being paid incorrectly and others experiencing delays in payment. Once notified these payments were made in the next pay cycle, i.e. within one week or fortnight as appropriate, and in some instances interim payments were processed within 48 hours. To minimise a re-occurrence, additional training was provided to a targeted group of TROs. The issues are now resolved, and measures put in place which will enhance the roll out of future implementations.

During the implementation process there were 76 engagements with union groups. Discussions centred around clarification and understanding, mainly related to non-standard (previously agreed) arrangements that apply to a small group of staff. There were specific concerns raised in relation to payments of overtime, public holidays and premium pay. Out of all the issues raised only one issue required a system configuration change which was completed as a priority within a matter of weeks. All other issues raised by staff representative groups were given immediate attention and resolutions are now in place.

November 2019
Health Service Executive