

Human Resources - You Said We Did

2015/16

In response to last year's customer survey we conducted focus groups and made the following improvements:

We Did
Monthly changes spreadsheet was revised and additional guidance provided on when this should be used and when a contractual change form should be used.
Out of office replies updated to reference the golden number.
Managers are provided with a checklist as part of the recruitment pack that gives them guidance on what they need to do when.
Additional Special Leave Guidance has been prepared and is available on Mytoolkit.
A review of Worksmart arrangements has been scheduled.
In order to ensure consistency of advice where no policy provision applies, decisions taken and advice provided is now recorded by HR on Meridio for future reference.
Standard letters for sickness absence are under review and some have been redrafted.