

People Manager Self Service User Guide

April 2025

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Work Pattern changes

- Permanent change to employees work pattern
- Temporary change to employees work pattern

Processes

- Occupancy maintenance
[How to extend or end employees fixed term contract](#)
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[How to process a Leaver](#)
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Requests from employees
- Absences
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Please refer to relevant user guides for the following processes

- Case Management
- Learning
- Annual Leave

1. About This Guide

This guide gives you comprehensive information about how to use People manager self-service and acts as a reference point in case you need to know about any particular feature.

- How to use this Guide

You can use the contents page to find a specific topic or, you can read through the entire guide to help you understand what you can do in People manager. Within the guide we have used screen shots to illustrate relevant screens and any actions you are required to make to complete a task.

There are separate guides available for

- Case Management
- Learning
- Annual Leave

These guides can be found on [my toolkit](#)

2. Getting Started with People manager

- What is People manager

People manager is West Lothian Council's managers self-service system. It enables you to carry out a range of functions for your employees including

- Extending Fixed term contracts
- Completing Leavers process when employee resigns via myHR
- Record Sickness absences
- Create/amend a Case management record
- Process requests for Special Leave
- Authorise Time & Expenses claims
- View/amend /adjust Annual Leave entitlements
- Book onto Learning courses and add to waiting list

You will receive notification emails when renewal dates are due e.g. contract end dates.

How to access a People manager account

If you have reportees who report to you, access to People Manager will be required and your reporting manager should request this for you.

Your reporting manager will be sent an access form to complete which should be returned to myHR mailbox.

When your account is set up you will receive an email which will have a link to enable you to access People Manager.

https://trent.westlothian.gov.uk/trentlve_web/wrd/run/etadm001gf.open

Your username (employee number) and your password will be the same as your myHR username and password.

-
- **Security - Please refer to myHR guide for security information and guidance**
-

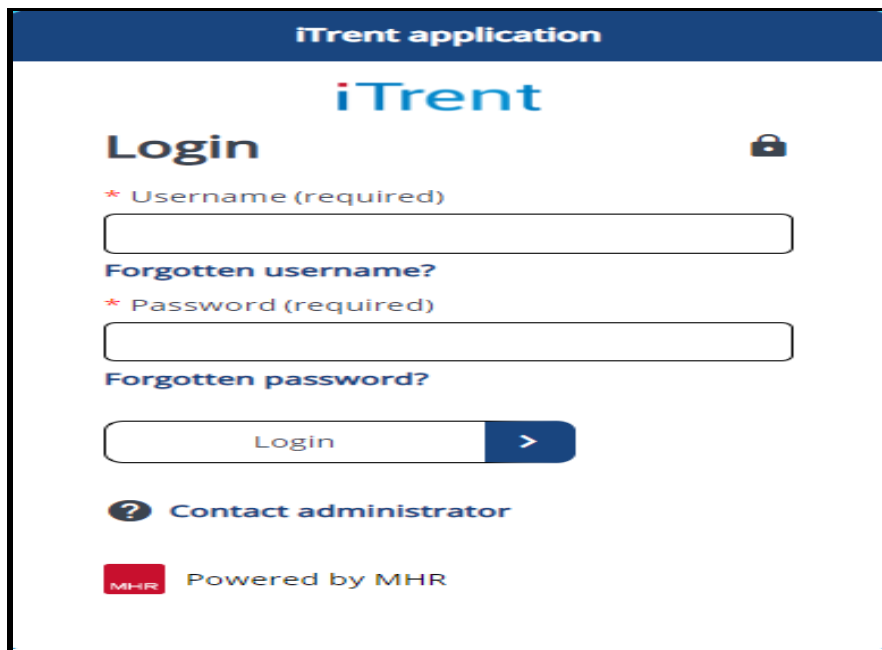
Logging in to People Manager

To access People Manager at any time please click on this link to the login page

https://trent.westlothian.gov.uk/trentlve_web/wrd/run/etadm001gf.open

(Link will also be available on my tool kit)

Login page is displayed

The screenshot shows the login interface for the iTrent application. At the top, there is a dark blue header with the text "iTrent application" in white. Below the header, the "iTrent" logo is displayed in blue. The main heading "Login" is in bold black text, accompanied by a small padlock icon. The form includes two input fields: "Username (required)" and "Password (required)", both marked with a red asterisk. Below each input field is a link for "Forgotten username?" and "Forgotten password?" respectively. A "Login" button with a right-pointing arrow is positioned below the password field. At the bottom of the form, there is a link for "Contact administrator" with a question mark icon, and a logo for "MHR" with the text "Powered by MHR".

Type your Username: This is your employee number and this never changes

Type your Password:

If you have already accessed myHR, then it is your myHR password that you should use to access People Manager for the first time.

It is the same main password and username for both systems.

Same process applies if you have accessed People manager before myHR.


Login >

Click on Login button once to get started

You are then required to input 3 random characters from your memorable password. You can either type them using your keyboard or select them from the provided drop-down menu (case sensitive). **Please double check your answers before submitting.**

Employee Self Service

iTrent

Memorable password 

Please choose the characters, indicated below, from your memorable password.

* 1 (required)

Please choose

* 2 (required)


Please choose

* 4 (required)

Please choose

Forgotten memorable password

Login > Cancel

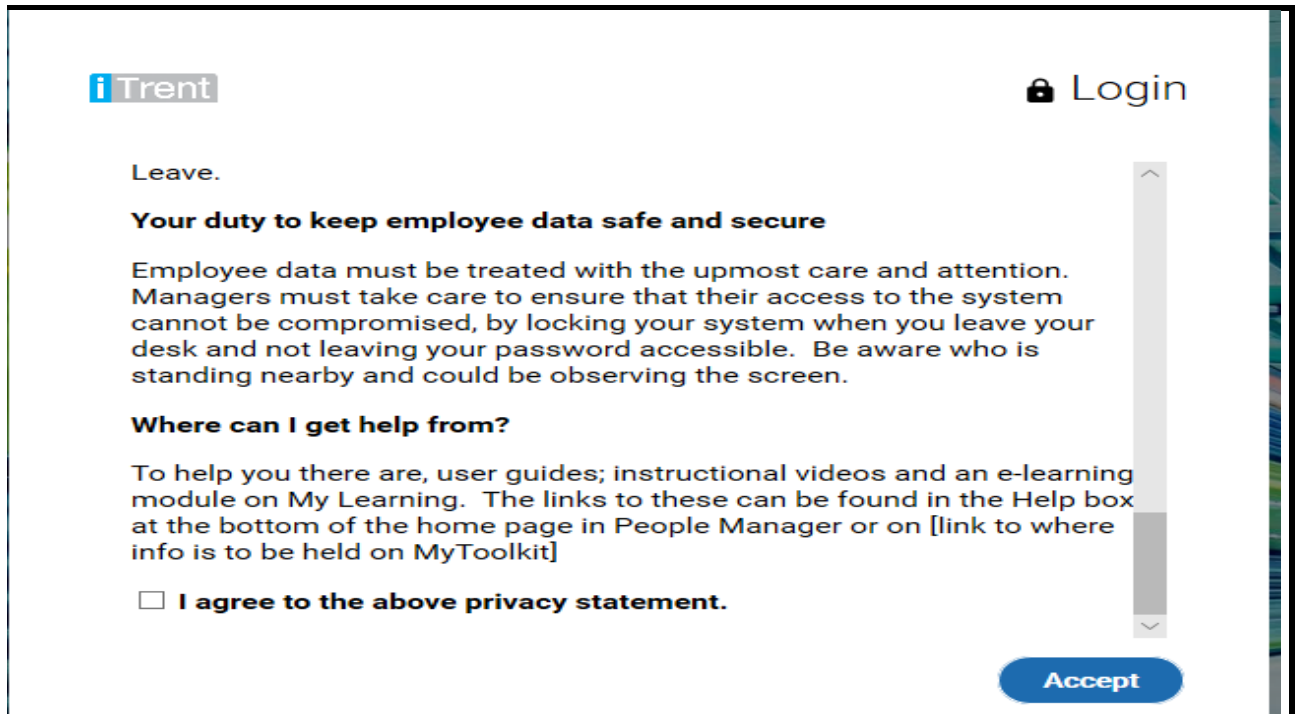
 **Contact administrator**

If you have already accessed myHR, then it is your myHR memorable password that you should use to access People Manager for the first time.

It is the same memorable password and recovery code for both systems.

Same process applies if you have accessed People manager before myHR.

New user - when you first log in to People Manager a welcome statement is displayed, please read statement, tick box and click on Accept.



The screenshot shows the iTrent login interface. In the top left corner is the 'iTrent' logo. In the top right corner is a 'Login' button with a lock icon. The main content area contains a privacy statement. It starts with the word 'Leave.' followed by a bold heading 'Your duty to keep employee data safe and secure'. Below this is a paragraph of text about data security. Then, another bold heading 'Where can I get help from?' is followed by a paragraph of text about user guides and e-learning modules. At the bottom of the text area is a checkbox followed by the text 'I agree to the above privacy statement.' To the right of the text area is a vertical scrollbar. At the bottom right of the form is a blue 'Accept' button.

iTrent

Login

Leave.

Your duty to keep employee data safe and secure

Employee data must be treated with the upmost care and attention. Managers must take care to ensure that their access to the system cannot be compromised, by locking your system when you leave your desk and not leaving your password accessible. Be aware who is standing nearby and could be observing the screen.

Where can I get help from?



To help you there are, user guides; instructional videos and an e-learning module on My Learning. The links to these can be found in the Help box at the bottom of the home page in People Manager or on [link to where info is to be held on MyToolkit]

☐ I agree to the above privacy statement.

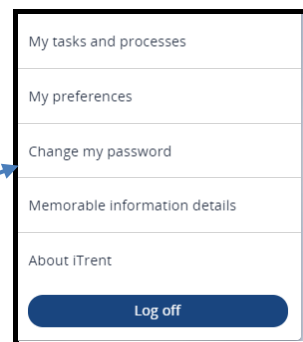
Accept

Passwords

If you wish to change your password at any time you can do so

- By clicking on the profile icon  (WLC - PEOPLE MANAGER)  which can be found on the right at the top of the page. When you click the icon, a drop-down menu will appear.

Select Change my password



- You cannot use any password you have previously used.
- Password must have at least 8 characters and must contain alpha, numeric and upper- and lower-case letter
- Passwords expire after 90 days
- If this bar ever appears on a page please click “Not for this site” – **PASSWORDS SHOULD NEVER BE SAVED IN SYSTEM**



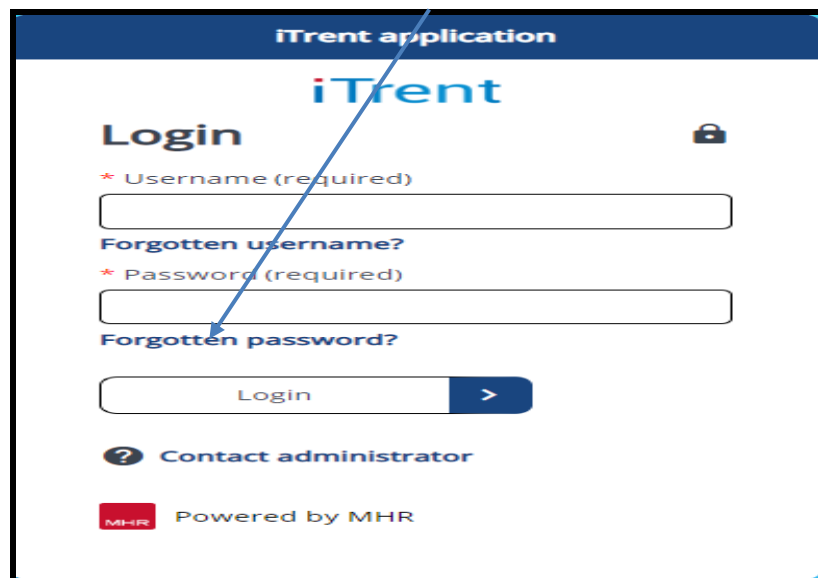
Remember this new password will now be your myHR password also.

What to do if you forget your password

Scenario 1 – Main password

Passwords will deactivate after three unsuccessful attempts (**invalid details** will keep appearing) If this happens please use the Forgotten password process

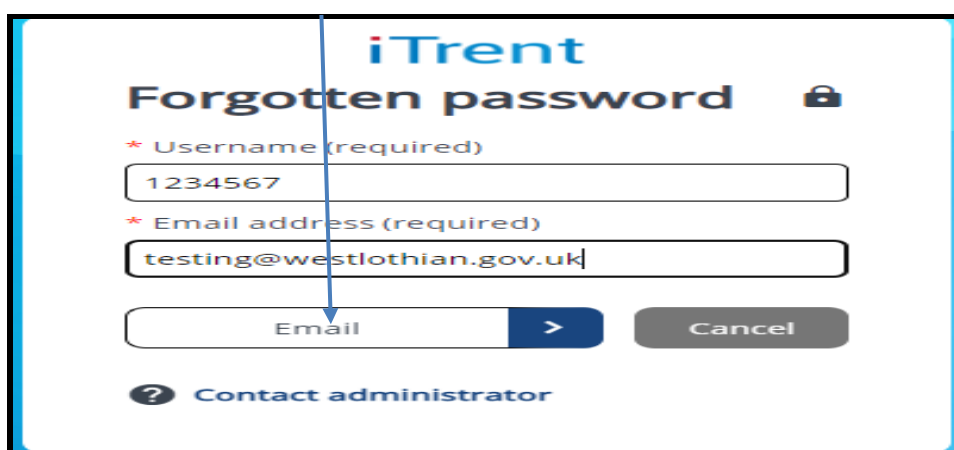
If you forget your password click the “Forgotten password?” link



The image shows the iTrent application login screen. At the top, it says "iTrent application" and "iTrent". Below the logo is the word "Login" and a lock icon. There are two input fields: "Username (required)" and "Password (required)". Below the password field is a link that says "Forgotten password?". A blue arrow points from this link to the "Forgotten password?" link on the next screen. Below the input fields is a "Login" button with a right arrow. At the bottom, there is a link that says "Contact administrator" and a logo for "MHR" with the text "Powered by MHR".

A page will appear asking your username and email address. Enter your username (Employee number) in the box. Enter your email address (this is your myHR email address which is normally your work email address).

Click Email (at bottom of page)



The image shows the iTrent application "Forgotten password" screen. At the top, it says "iTrent" and "Forgotten password" with a lock icon. There are two input fields: "Username (required)" with the value "1234567" and "Email address (required)" with the value "testing@westlothian.gov.uk". Below the email field is an "Email" button with a right arrow and a "Cancel" button. At the bottom, there is a link that says "Contact administrator". A blue arrow points from the "Email" button to the "Email" button on the next screen.

This message is displayed

An email containing a link to reset your password has been sent to the address provided, and should be received within the next 15 minutes.

Email received in your mail box – Click on Reset password button and you will be asked to enter a new password.

Hi Anita,

You recently requested to reset your password for your MyHR / People Manager account. Use the button below to reset it.

This password reset is only valid for the next 6 hours.

[Reset your password](#)

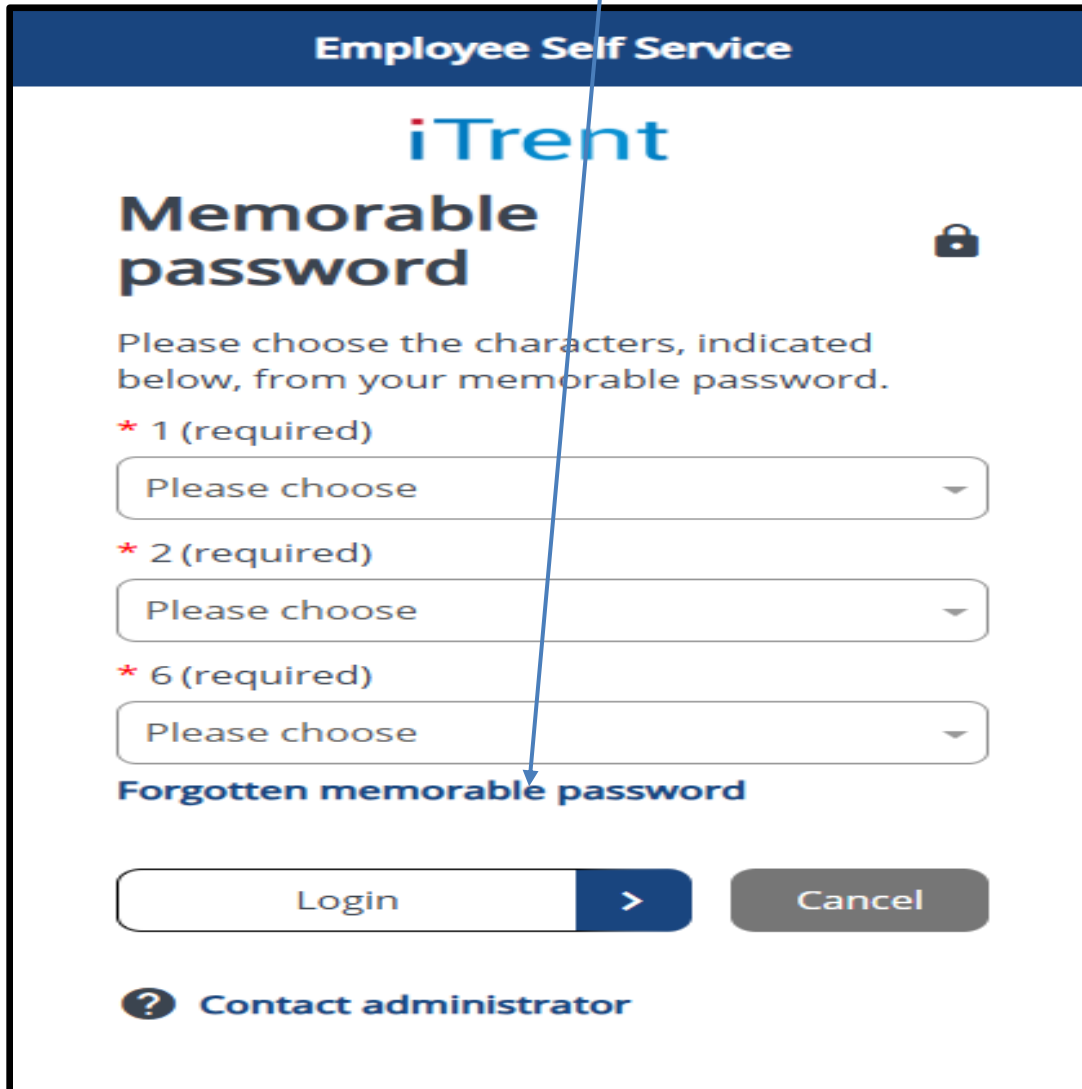
If you did not request a password reset, please ignore this email or contact your administrator if you have questions.

Thank you
HR Services

Please follow the password criteria on page 9

Scenario 2 – Forgotten Memorable password

After logging in, you will be directed to the memorable password page. If you forget your memorable password, click the “Forgotten memorable password” link.



Employee Self Service


iTrent

Memorable password

Please choose the characters, indicated below, from your memorable password.

- * 1 (required)
- * 2 (required)
- * 6 (required)

Forgotten memorable password

 **Contact administrator**

You will then need to enter your recovery code, which you should have saved earlier during the initial setup. This is your 16-digit code in the following format: 'XXXX-XXXX-XXXX-XXXX.' Once entered, please click “Continue”.

Employee Self Service

iTrent

Forgotten memorable password

Please enter your account recovery code in the field below to continue

* Recovery code (required)

Continue >

Cancel

? Lost recovery code?

MHR Powered by MHR

If the recovery code is accepted, you will then be prompted to choose a new memorable password (see below for details). Once chosen, click “Save”.

Employee Self Service

iTrent

Create memorable password

Please create a memorable password. You will be asked to input characters from this for future logins.

Your memorable password cannot contain spaces and must not include your main password.

* New memorable password (required)

* Confirm memorable password (required)

Before you continue, please confirm your main password below for verification.

* Password (required)

Save Cancel

? Contact administrator

- Your memorable password must be at least 8 characters long.
- Your memorable password cannot contain any spaces.
- Your memorable password must not include your main password.

Once your memorable password has been created, make sure to note down your NEW recovery code. When you're ready, click "Continue".

NOTE THAT ANY PREVIOUS RECOVERY CODES WILL NOW BE INACTIVE. PLEASE USE THIS NEWLY CREATED CODE FOR ANY FUTURE RESETS.

Employee Self Service

iTrent

Final step

You have now created your memorable password.

Your recovery code is below. Please save this as you will need it to access your account if you need to reset your memorable password.

QTGK-275J-LZNU-R3DT

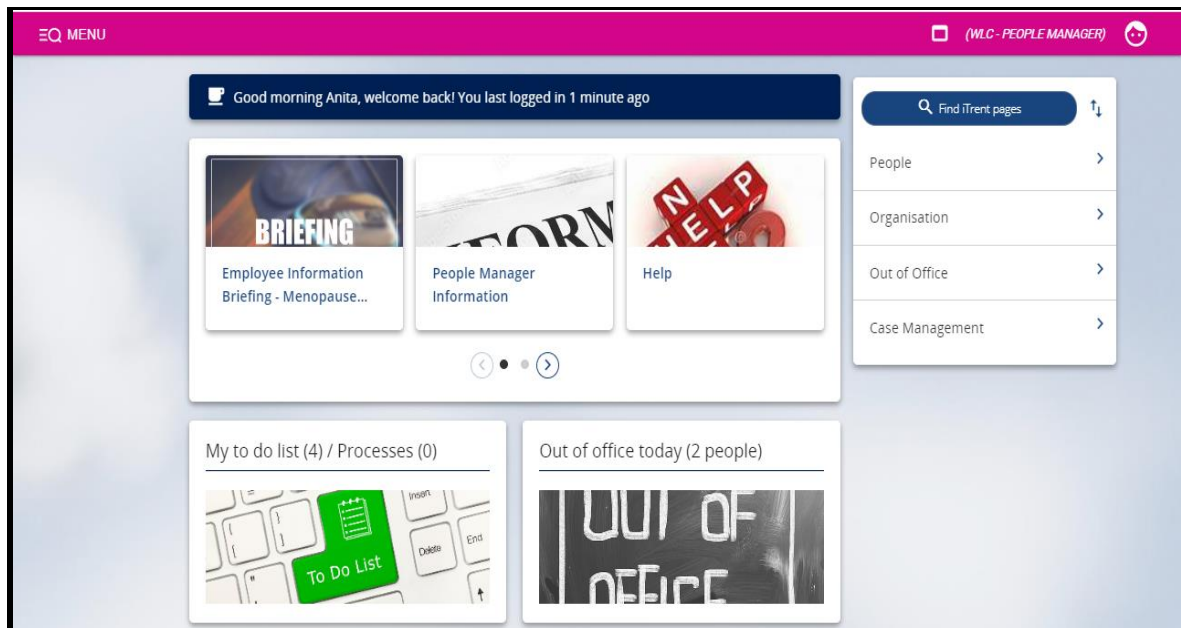
Ensure you have saved your recovery code in a safe location before continuing.

Continue

MHR Powered by MHR

If you have misplaced or forgotten your recovery code, please email myhr@westlothian.gov.uk

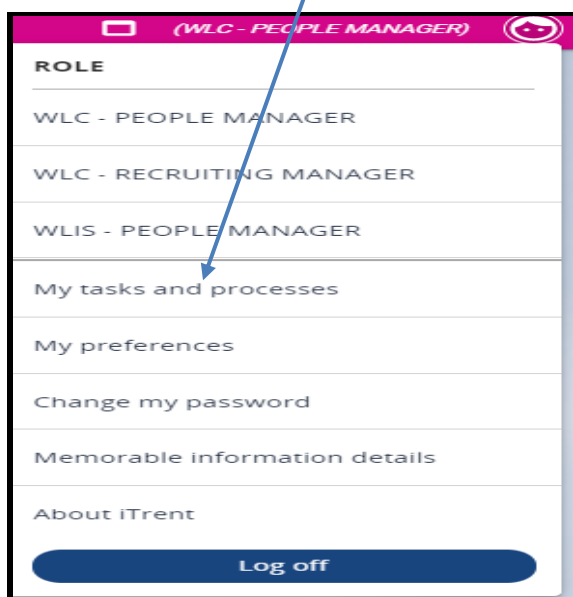
Once you have successfully logged into People Manager, you will be presented with the Homepage.



You can view current briefings, information on People manager and a help page.

My to do list – Contains tasks that require your attention (to Authorise or Not Authorise employee requests) and it is good practice to check this each time you log into People Manager.

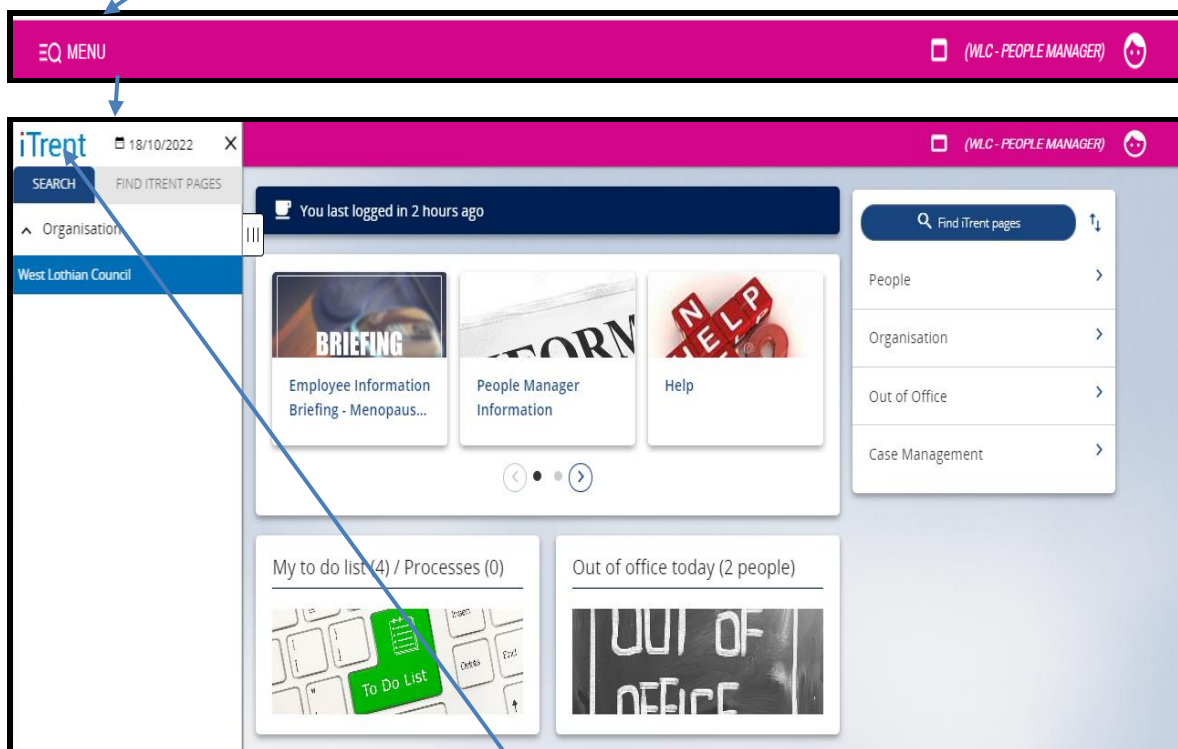
You can also review your tasks by clicking on the profile icon which can be found on the right at the top of the page. When you click the icon, a drop-down menu will appear.



Out of Office

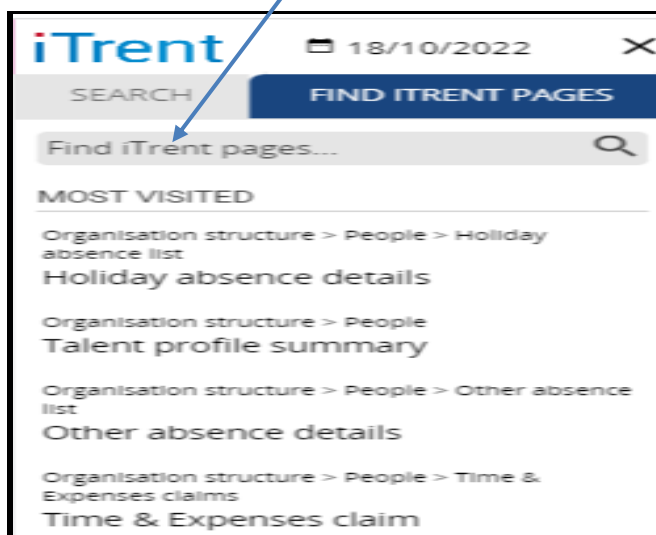
Displays which members of your team are out of office on a particular day. Further information on this facility can be found in the People Manager Annual Leave user guide.

Click on Menu and a side panel will be displayed



While using People Manager, if you navigate away from the homepage, you can always get back to the home page by clicking on the iTrent button in the top left hand side of the screen.

You can also use Find iTrent Pages to search for a specific screen and most visited pages are displayed here.



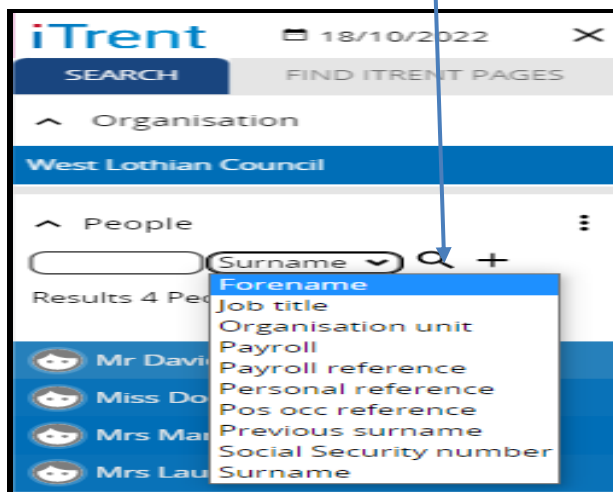
3. People

How to access your employee information

People

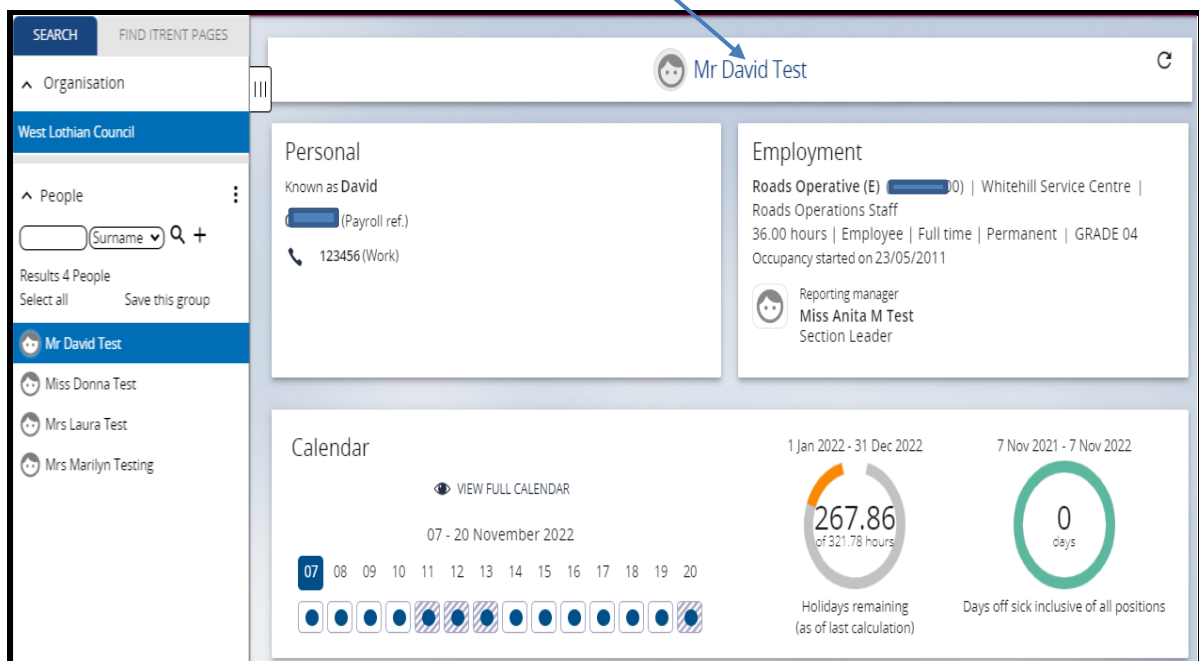
Click on People all employees that report to you will appear down the left-hand side of the screen with a search option at the top of the list.

Example: To search for a specific employee enter the employee's surname into the search field and choose Surname – click search icon



When you choose an employee, the tabs are displayed for you to view the employee's information.

To return to this page at any time click on employee's name at top of the screen

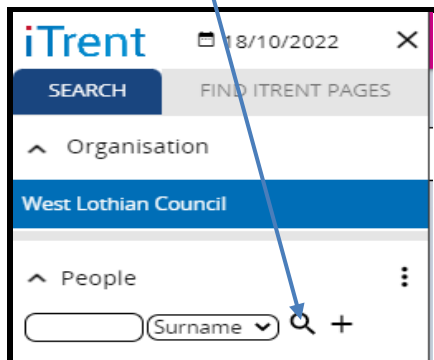


Senior managers can view employees who report to their managers

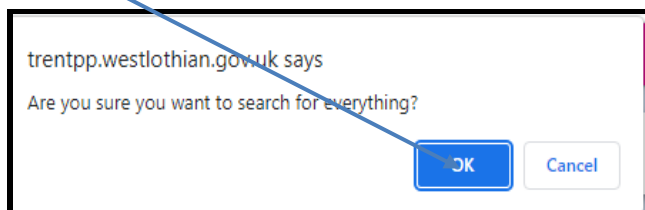
How to view employees who are not direct reports to you but you are authorised to view

Reporting managers direct reportees will appear in side panel only - but senior managers will be able to view employees who are not their direct employees and are direct reportees to their managers.

Click on search icon (beside surname) and search



Click ok



All employees who report to you and your managers will be displayed

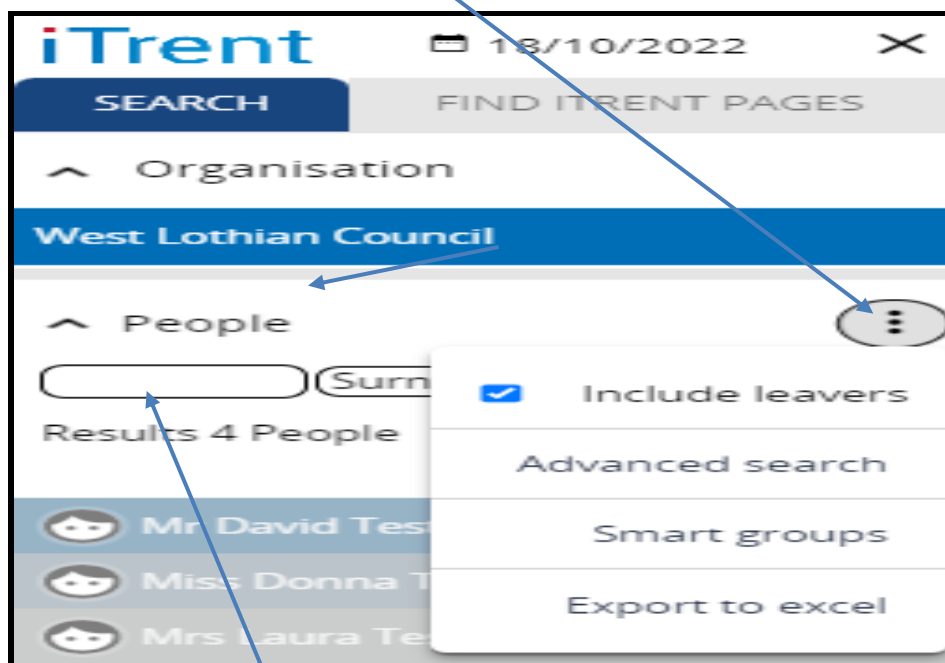
System is date driven and you will be required to enter the date you want to view or edit information from each time you click on a tab.



How to view leavers

You may be required to enter e.g. absences for an employee who has left but you will not be able to find employee by the normal search function.

To search for a leaver, click on three dots and tick "Include leavers" box



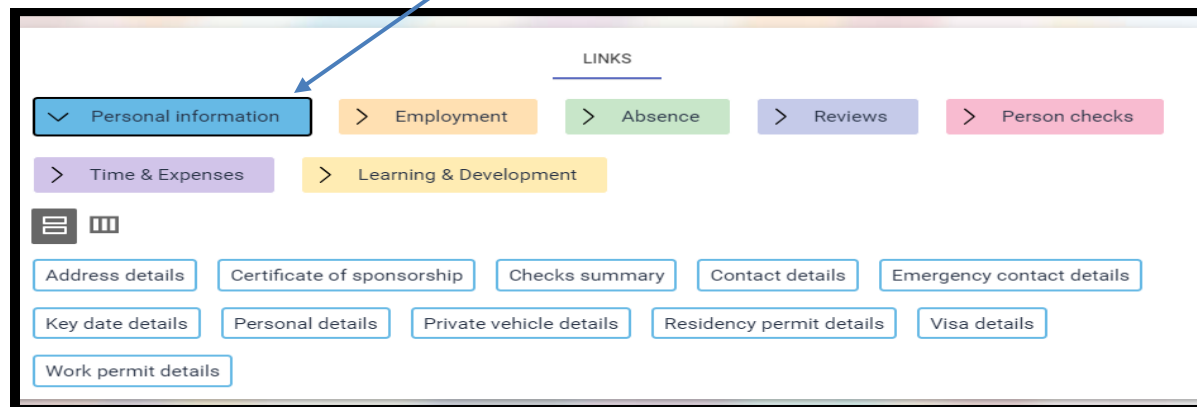
Enter employees surname in box and search

What you can see and do in each of the tabs

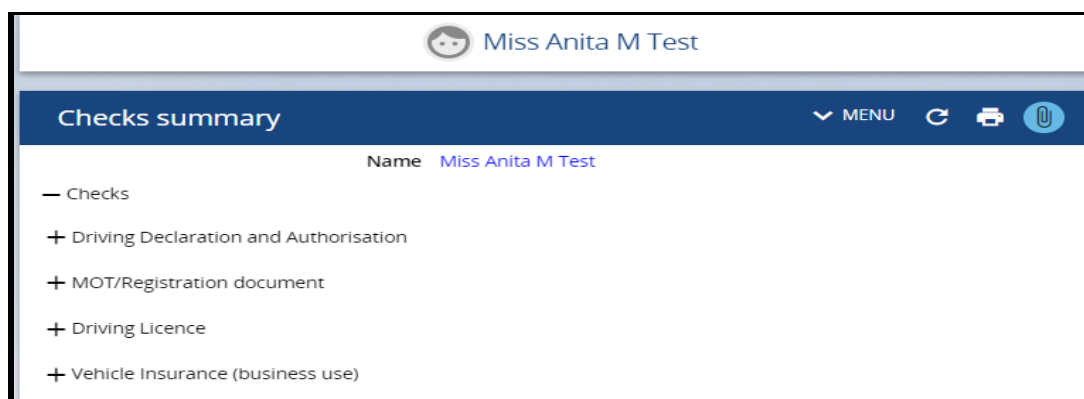
When you have searched for the employee you wish to view/update information for click on relevant tab.



Click on relevant tab to find information required

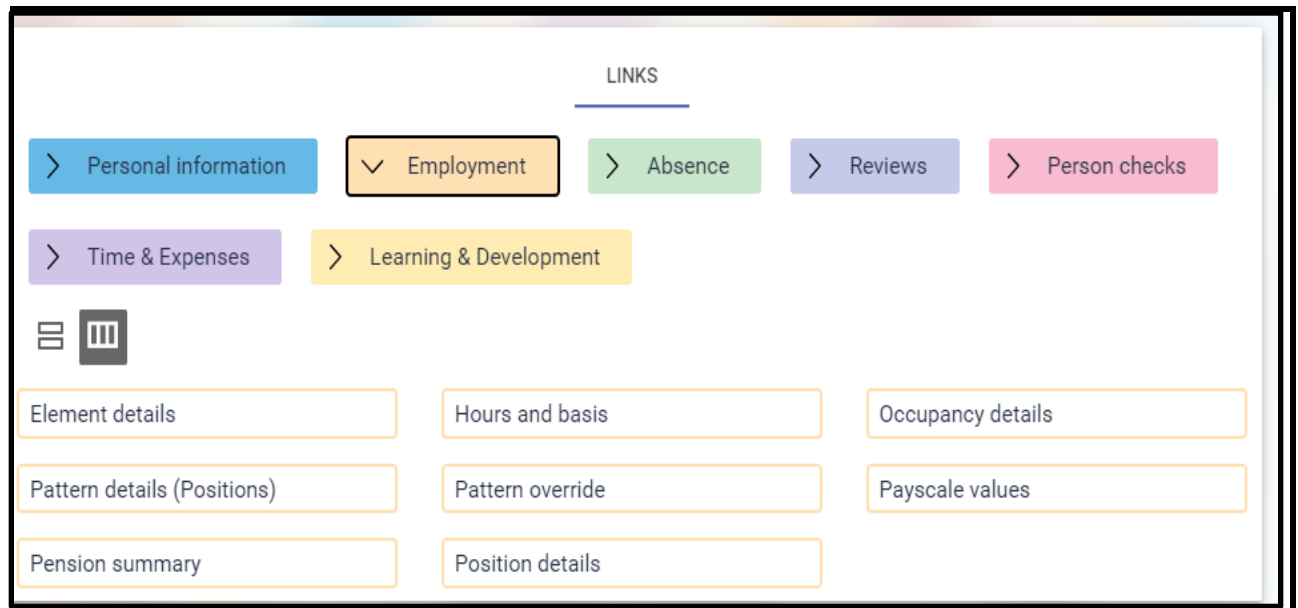


- ❖ **Address details** – view employees home address
- ❖ **Certificate of sponsorship** – view details of employee's sponsorship – HR Support will notify you when you are required to take the necessary action
- ❖ **Checks summary** – view all checks that have been updated for employees



- ❖ **Contact details** – view employees contact details – myHR email address / personal mobile number
- ❖ **Emergency contact details** – view employees emergency contacts
- ❖ **Key date details** – view employees start date of employment / Length of service and date of birth
- ❖ **Personal details** – view employees personal ref no (employee number)
- ❖ **Private vehicle details** – if employee is authorised to use their own car – details can be found here

Employment



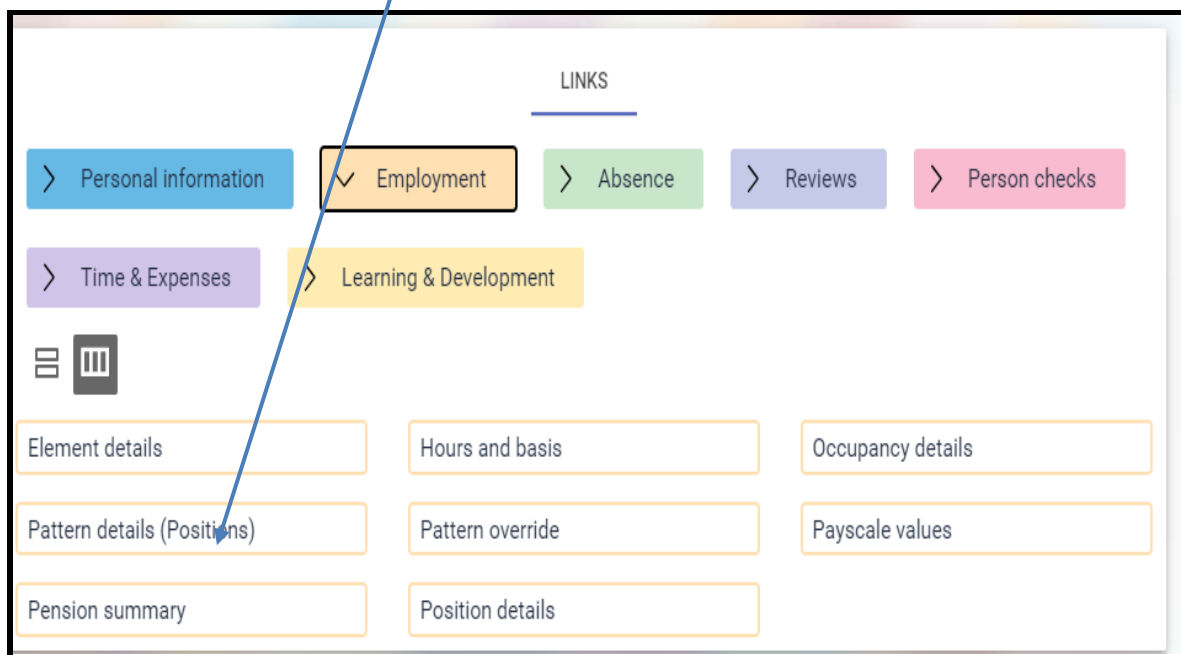
- ❖ **Element details** – view any allowances that an employee receives e.g. shift allowance
- ❖ **Hours and basis** – view employees contracted hours and weeks worked and contract type
- ❖ **Occupancy details** – can extend employees Fixed Term contracts (only)
- ❖ **Pattern details (Positions)** – view Working pattern
- ❖ **Pattern override** – can override a work pattern if a temporary change to employees work pattern is required
- ❖ **Pay scale values** – view employees salary scale
- ❖ **Pension summary** – view details of the pension scheme the employee is a member of
- ❖ **Position details** – view details of employee’s position – start date shown is the date the position was created not the date employee started in position

Work Patterns

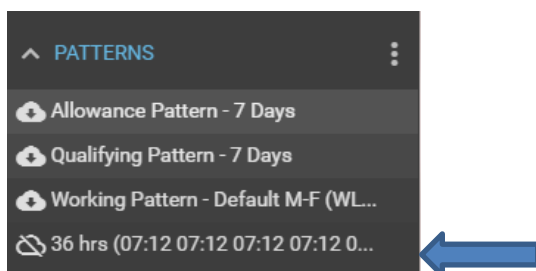
How to view employees work pattern details

To view an employee work pattern, click on

- Employment tab
- Pattern details (Positions)



If employee has a work pattern it will be displayed in side panel



Click on working pattern 36 hrs (07.12 07.12 07.12) and details are displayed (There may be more than one working pattern displayed so check if there is an end date, if so that will not be the current working pattern for employee).

Example: A new working pattern for employee (the previous one has an end date).

Pattern information

Type

Working Pattern

▼

Pattern

36 hrs (07:12 07:12 07:12 07:12 00:00 00:00)

🔍

Start day

Week 1 / Day 1

▼

Start date

01/07/2019

End date

📅

Hours information

Contractual hours

36.00

Pattern days

Current day

Week 1 / Day 1

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Week 1	07:12	07:12	07:12	07:12	07:12	00:00	00:00	36:00

Reporting managers can only view working patterns you cannot make permanent changes to employees working patterns.

- If an employee working pattern is incorrect a [working pattern change form](#) should be completed and sent to hrchanges@westlothian.gov.uk
Note - This form is only for changes to working patterns.
- Please be aware that some employees have more than one week working pattern.
- Work patterns are only applicable to certain groups of reportees

It is very important that employees working patterns are correct as this affects any unpaid leave deductions and their annual leave entitlement calculation.

Pattern Override (Temporary changes only)

If an employee has a temporary change to their work pattern the reporting manager is required to make the change in People Manager this is called a pattern override (in the Employment Tab).

The image shows two screenshots from the People Manager system. The top screenshot displays the 'LINKS' navigation menu with options: Personal information, Employment (selected), Absence, Reviews, Person checks, Time & Expenses, and Learning & Development. Below the menu are buttons for Element details, Hours and basis, Occupancy details, Pattern details (Positions), Pattern override (highlighted with a blue arrow), Payscale values, Pension summary, and Position details. The bottom screenshot shows the 'Pattern override' form for 'Miss Anita M Test'. The form has a dark blue header with the title 'Pattern override' and icons for menu, refresh, print, and upload. The 'Pattern information' section contains fields for Position (populated with 'Section Leader'), Pattern type (populated with 'Working Pattern'), From date, To date, and Number of days in this pattern. The 'Pattern date details' section has a table with 'Week' and 'Total' columns. At the bottom are 'Validate' and 'Save' buttons.

LINKS

- > Personal information
- ▼ Employment
- > Absence
- > Reviews
- > Person checks
- > Time & Expenses
- > Learning & Development

Element details | Hours and basis | Occupancy details

Pattern details (Positions) | **Pattern override** | Payscale values

Pension summary | Position details

Pattern override

Miss Anita M Test

▼ MENU

Pattern information

Position * Section Leader

Pattern type Working Pattern

From date *

To date

Number of days in this pattern

Pattern date details


Week	Total
------	-------

Validate Save

When you log into this screen the employee's position and pattern type will already be populated.



View employees current work pattern in Pattern details (Positions)

Week 2 – Want to swap Friday non-working day to a working day and Thursday to a non-working day for one week only.

 Miss Anita M Test

Pattern details

 Working Pattern


▼ MENU  

Pattern information

Type*

Working Pattern ▼

Pattern*

MW 36 hrs 2 (16:00 16:00 16:00 16:00 08:00 00:00 00:00) 


Start day*

Week 1 / Day 1 ▼

Start date*

07/12/2020

End date



Hours information

Contractual hours

36.00

Pattern days

Current day

Week 2 / Day 2

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Week 1	08:00	08:00	08:00	08:00	08:00	00:00	00:00	40:00
Week 2	08:00	08:00	08:00	08:00	00:00	00:00	00:00	32:00

Example: Employee changes their non-working day (Friday to Thursday)

- From date (of change) 17/10/2022
- To date (End date of pattern change) 21/10/2022
- Number of days in this pattern 5 (automatically populates when dates are entered)
- Pattern date details appear at bottom of screen

Example of change made: Friday will now be a working day and Thursday a non-working day for this period.

Miss Anita M Test

Pattern override ▼ MENU ↺ 🖨

Pattern information

Position*

Pattern type

From date* 📅

To date 📅

Number of days in this pattern


Pattern date details


	Mon	Tue	Wed	Thu	Fri	Total
Week 1	<input type="text" value="08:00"/>	<input type="text" value="08:00"/>	<input type="text" value="08:00"/>	<input type="text" value="00:00"/>	<input type="text" value="08:00"/>	32:00


- Click Validate (This ensures changes made do not go over normal weekly hours worked)
- Save


Employee's normal work pattern will resume from 24/10/2022

Other absences may need to be recalculated manually e.g. unpaid leave – Please email payroll if this applies. payroll@westlothian.gov.uk


Miss Anita M Test


The absence calculation running in the background will automatically calculate holidays affected by the pattern override. Other absences may need to be re-calculated manually.


The absence entitlement calculation is running as a background process. You will be notified upon its completion.


Changes have been saved.

Pattern override

 LESS







Element details

Hours and basis

Occupancy details

Pattern details (Positions)

Pattern override

Payscale values

Pension summary

Position details

Pattern information

Position*

Section Leader

Pattern type

Working Pattern

From date*

17/10/2022

To date

21/10/2022

Number of days in this pattern

5

Pattern date details

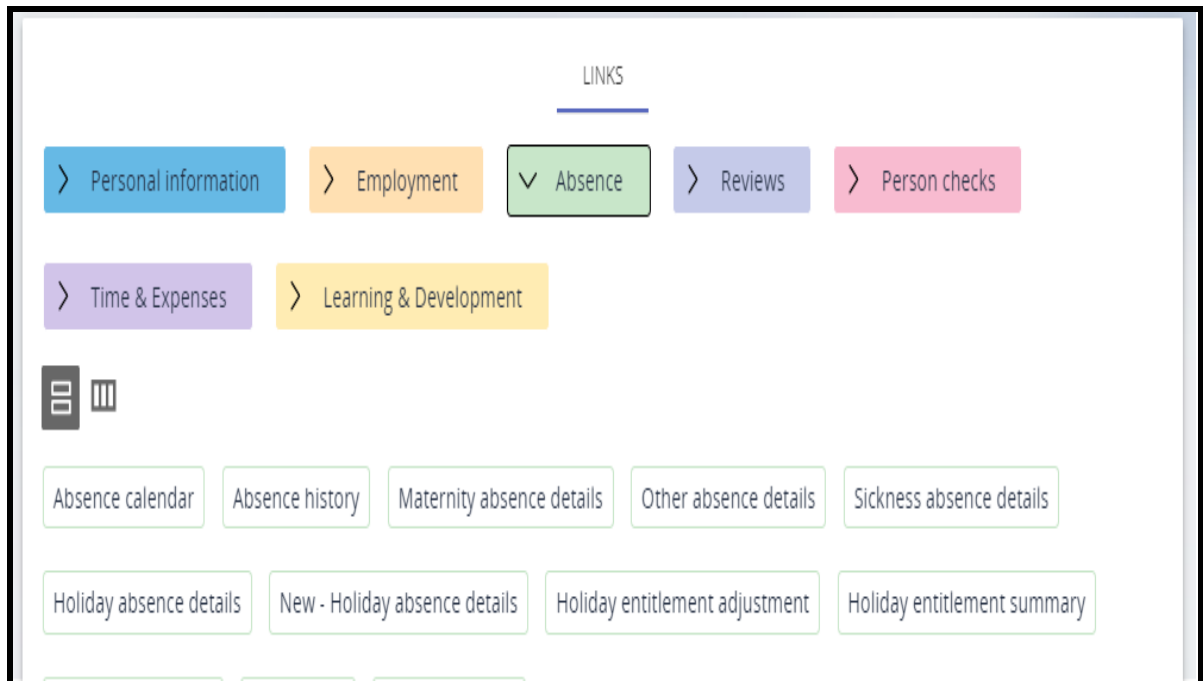
	Mon	Tue	Wed	Thu	Fri	Total
Week 1	08:00	08:00	08:00	00:00	08:00	32:00

Validate

Save

Absence

> Absence




Absence calendar

Employee absences are identified by relevant colours

Absence history

▼ MENU ↺ 🖨

Personal ref.	Payroll no.	Person	Start date	End date	Type	Reason	Auth status	Unit	Job title	Working days lost
		Mr David Test	22/09/2022	03/10/2022	Sickness	Accidents, Incidents & Poisoning - Cut	Not applicable	Roads Operations Staff	Roads Operative (E)	0
		Mr David Test	04/10/2022 PM		Sickness	Accidents, Incidents & Poisoning - Electric shock	Not applicable	Roads Operations Staff	Roads Operative (E)	0

- **Maternity absence details - view employee's Maternity dates**
- **Other absence details – view employee's Other absence (Special Leave) entries**
- **Sickness absence details - view and enter employees sickness absence**

Reviews –

> Reviews

Employee's ADR dates can be recorded in this screen

The screenshot shows a 'LINKS' section with several buttons: 'Personal information', 'Employment', 'Absence', 'Reviews' (highlighted with a dropdown arrow), 'Person checks', 'Time & Expenses', and 'Learning & Development'. Below these buttons are two icons (a list icon and a bar chart icon) and a text input field labeled 'Review details'.

Review details

- Job title (automatically populates)
- Review type – Annual
- Date occurred
- Next review date
- ADR type

Deputy Chief Executive
Employee
Head of Service
Manager & Team Leaders
Service Manager

Example of completed screen

The screenshot shows the 'Review details' screen with the following fields and values:

- Job title: Section Leader
- Review type: Annual
- Date occurred: 02/11/2020
- Next review date: 02/11/2021
- Additional fields: Annual Development Review (ADR) Employee

Person checks

> Person checks

The screenshot shows a navigation menu titled 'LINKS' with several buttons: 'Personal information', 'Employment', 'Absence', 'Reviews', 'Person checks' (highlighted with a checkmark), 'Time & Expenses', and 'Learning & Development'. Below the buttons are two icons (a list and a document) and a search bar containing the text 'Person checks'.

Person checks – Check details

The screenshot shows the 'Check details' form. At the top, there is a header with 'Check details New', a dropdown arrow, and 'MENU'. On the right, there are three icons: a refresh icon, a printer icon, and a paperclip icon. The form has several fields: 'Name' (with a dropdown arrow), 'Date checked', 'Checked by', and 'Renew date'. A dropdown menu is open for the 'Name' field, showing four options: 'Driving Declaration and Authorisation', 'Driving Licence', 'MOT/Registration document', and 'Vehicle Insurance (business use)' (which is highlighted in blue). At the bottom of the form, there is a green 'SAVE' button.

If any of your employees are authorised to use their own vehicle on council business you are required to carry out an annual check to review their relevant documents.

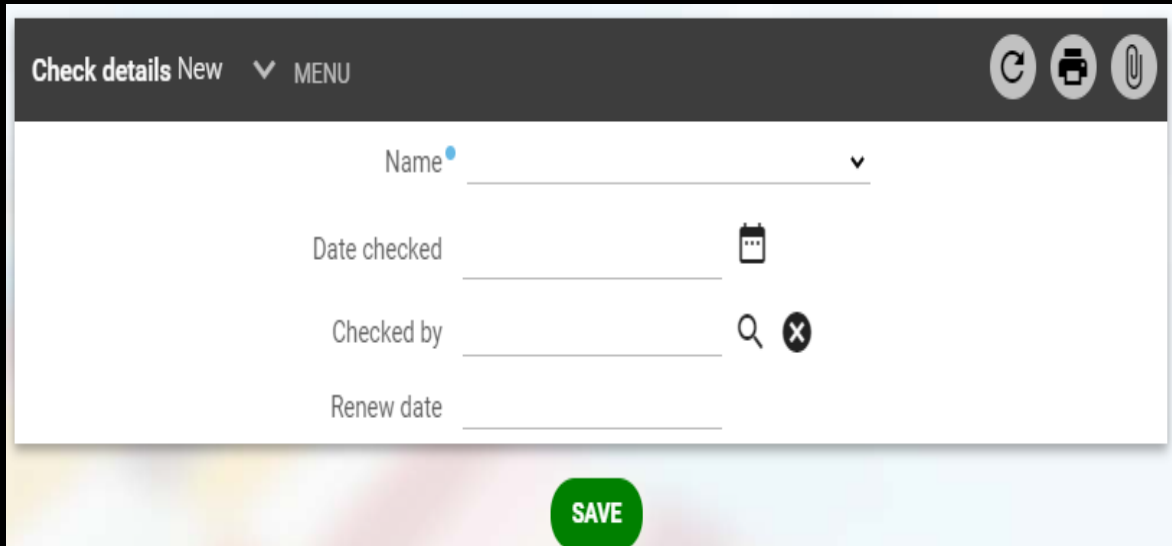
- Driving Declaration and Authorisation form
- Driving Licence
- MOT/Registration document
- Vehicle Insurance (business use)

Employees should not be permitted to drive on council business until these documents have been checked and their record in People manager updated.

Vehicle Checks (4)

- Driving Declaration and Authorisation form - Link to policy [Driving at Work Policy](#)
- Driving Licence
- MOT/Registration document
- Vehicle Insurance (Business use)

For new users please update this screen as follows:

The screenshot shows a web form titled 'Check details' with a 'New' status and a 'MENU' dropdown. The form has four input fields: 'Name' (a dropdown menu), 'Date checked' (with a calendar icon), 'Checked by' (with a search icon and a clear 'X' button), and 'Renew date'. At the bottom of the form is a prominent green 'SAVE' button. The top right corner of the form contains three circular icons: a refresh icon, a print icon, and a paperclip icon.

- Name – choose from drop down list (four documents that must be checked annually)
 - ✓ Driving Declaration and Authorisation form
 - ✓ Driving Licence
 - ✓ MOT if vehicle is 3 years + or Registration document if vehicle is under 3 years old
 - ✓ Vehicle Insurance (business use)
- Date checked
- Checked by
- Renew date automatically updates
- Save

If the employee has a check e.g. PGV / SSSC already recorded in this screen you will not see a New screen - click on the check in the side panel to access a New screen

This screenshot shows the 'Check details' screen for 'PVG Adult'. The left sidebar contains a search bar and a list of checks: 'Driving Licence', 'PVG Adult' (highlighted), and 'SSSC 3 year'. The main content area displays the following details:

- Name: PVG Adult
- Check method: Written application
- Check progress: Completed
- Date checked: 01/11/2021
- Checked by: Mr Anita M TESTER
- Renew date: 01/11/2024

At the bottom, there are three buttons: 'SAVE' (green), 'DELETE' (pink), and 'NEW' (blue). Annotations with blue arrows point from the text above to the 'PVG Adult' item in the sidebar, the 'Mr David Tester' profile in the top right, and the 'NEW' button.

This screenshot shows the 'Check details New' screen. The left sidebar is partially visible. The main content area contains the following input fields:

- Name: (dropdown menu)
- Date checked: (calendar icon)
- Checked by: (search icon and 'X' icon)
- Renew date: (text input)

At the bottom, there is a green 'SAVE' button. An annotation with a blue arrow points from the 'NEW' button in the previous screenshot to this screen.

Annual Check

Employee and yourself will receive a notification email 90/60/30 days prior to the renewal date and one day after renewal date has expired.

When you have checked the form and the documents, over key Date checked with new date and Renew date is automatically updated.


Driving Declaration and Authorisation form must be completed annually



Completed forms should be saved in employees objective file by the reporting manager

Check details Vehicle Insurance (business use) ▼ MENU

Person checks

Name • Vehicle Insurance (business use) ▼

Date checked 28/08/2020 

Checked by Mrs Katrina Daly-Stuart  

Renew date 28/08/2021

SAVE

DELETE

NEW

New reporting manager (since last checks done)

If you are the employees new reporting manager you will need to change the Checked by name to your own.

Click **x** and Save

Check details Driving Licence ^ LESS

Person checks

Name Driving Licence

Date checked 01/03/2022

Checked by Mrs Anita M TESTER2

Renew date 01/03/2023

SAVE DELETE NEW

Checked by now will be blank

Check details Driving Licence ^ LESS

Person checks

Name Driving Licence

Date checked 01/04/2022

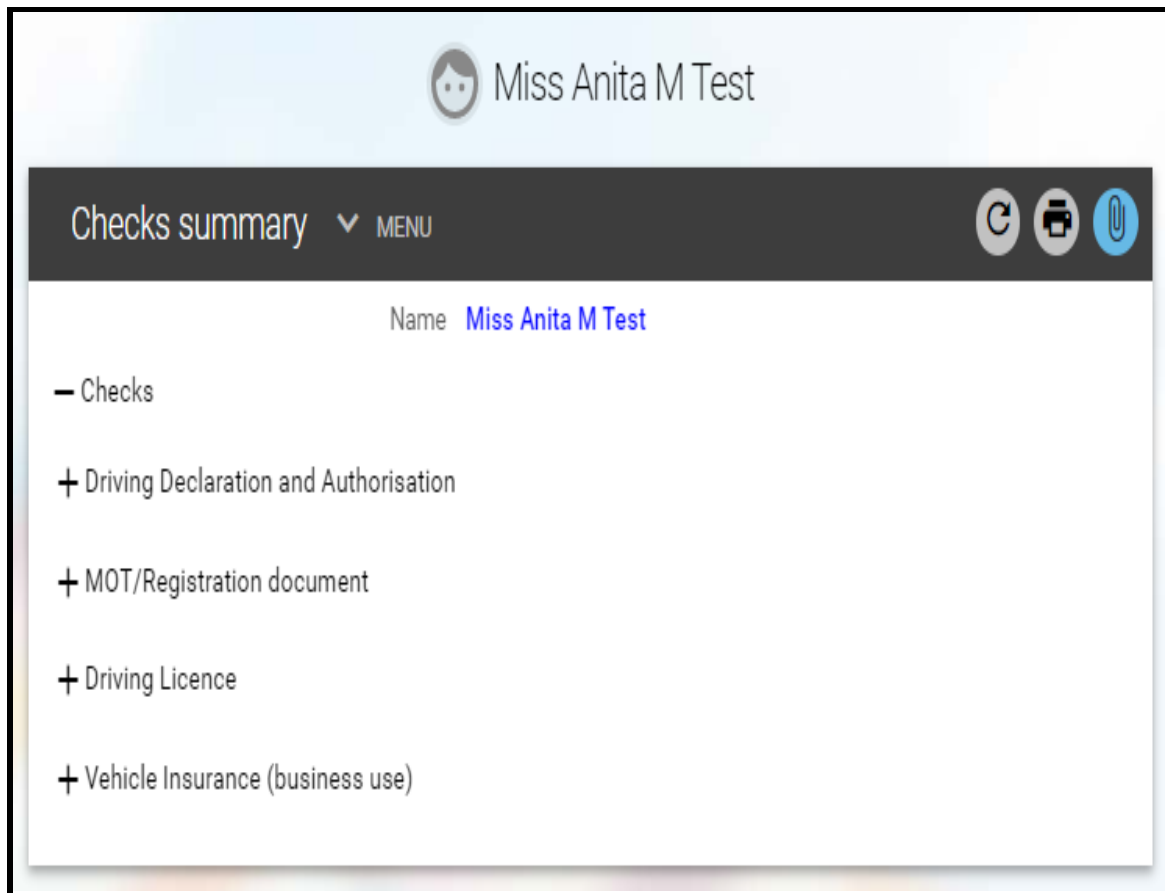
Checked by

Renew date 01/04/2023

SAVE DELETE NEW

- Change Date Checked to new date
- Search for your name
- Save
- Your name should now be in the Checked by field

In Personal Information you can find “Checks summary” where you can view all checks that an employee has attached to their HR record.



SSSC/PVG/NMC/Basic Disclosure/Enhanced Disclosure

You will receive an email notification for these checks at 90 /60 / 30 days prior to expiry dates.

Please take the necessary action (Employee also receives a notification email).

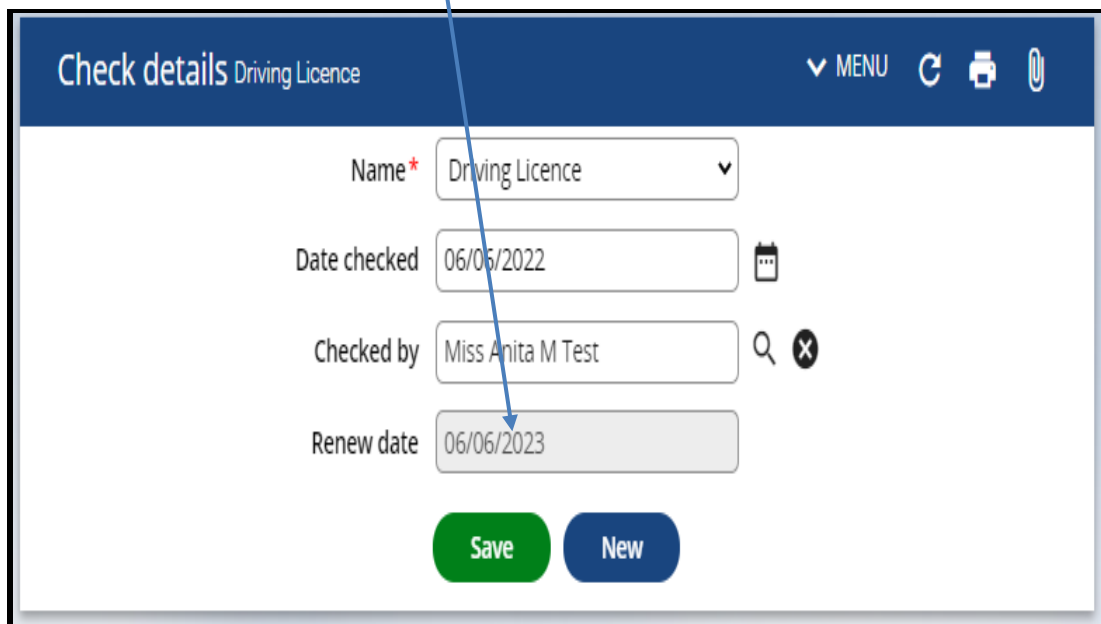
Note: These checks cannot be updated in myHR or People manager

Employee no longer using their car for business journeys

- Employee adds end date to their Private vehicle entry in myHR
- Reminder emails will continue to be sent to reporting manager until 1 day after the renewal date in Check Details screen in People manager
- This date cannot be amended to same date employee has ended their car in myHR as system is set up to automatically populate one year from date checked date
- Reminders are sent 90/60/30 days before renewal date and 1 day after

Example

Last reminder will be sent on 07/06/2023



The screenshot shows a web interface for 'Check details Driving Licence'. The header is dark blue with a 'MENU' icon and a paperclip icon. The form has four main fields: 'Name*' with a dropdown menu showing 'Driving Licence'; 'Date checked' with a text input '06/06/2022' and a calendar icon; 'Checked by' with a text input 'Miss Anita M Test' and a search icon; and 'Renew date' with a text input '06/06/2023'. At the bottom are two buttons: 'Save' (green) and 'New' (blue). A blue arrow points from the text 'Last reminder will be sent on 07/06/2023' to the 'Renew date' field.

Previous checks in system for employee

If an employee had stopped using their car or was no longer required to drive as part of their post e.g. Secondment and the renewal check dates were not updated.

But at a later date the employee is required to drive as part of their duties again, the following process should be followed.

Employee is required to complete another Drivers Declaration form

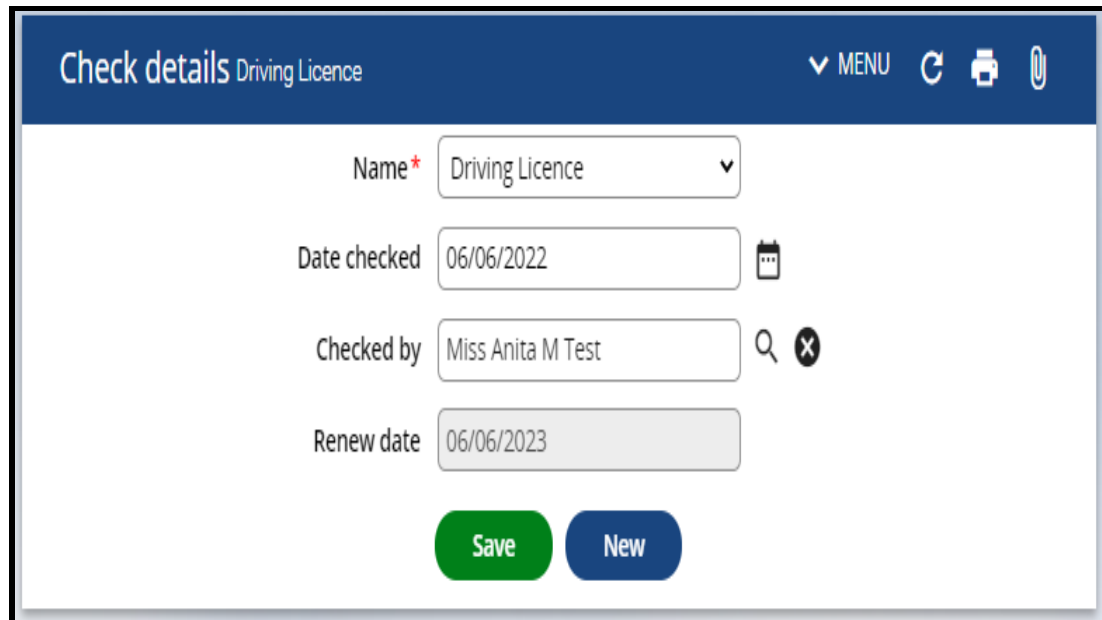
To access form please click on link
[Driving Declaration and Authorisation Form](#)

Reporting managers are required to check the current documents and update the Check details screen

Access the employee's previous checks

- Change the Date Checked to the date you have checked the documents
- Save

The renew date will change and the reminders will resume at 90/60/30 prior to this new renewal date and 1 day after this date



The screenshot shows a web form titled 'Check details Driving Licence'. The form has a dark blue header bar with the title and navigation icons (MENU, refresh, print, and a paperclip). Below the header, the form contains four input fields: 'Name*' with a dropdown menu showing 'Driving Licence', 'Date checked' with a text input '06/06/2022' and a calendar icon, 'Checked by' with a text input 'Miss Anita M Test' and a search icon, and 'Renew date' with a text input '06/06/2023'. At the bottom of the form are two buttons: a green 'Save' button and a blue 'New' button.

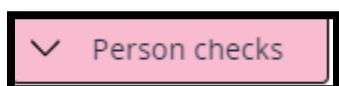
Employees who drive but do not use their own vehicle for council business

(Please refer to process for employees using their own car on pages 30 – 33 of this guide)

All employees who drive whilst at work, both in council and private vehicles, must have their driving licence checked, complete a Drivers Declaration and Authorisation form (which includes a medical declaration) annually and be authorised to drive by their reporting manager.

Please click on link to access form [Driving Declaration and Authorisation form](#)

When these documents are checked and completed initially, a record of this should be recorded in the Person's Checks for the employee in People Manager by the reporting manager.



Going forward these checks must be done on an annual basis – Driver Declaration and Authorisation form must be completed annually.

Completed forms should be saved in employees objective file by the reporting manager

Driving at Work Policy

West Lothian Council is committed to protecting, so far as is reasonably practicable, the health and safety of all its employees and others who could be affected by the hazards associated with work related driving.

The policy applies to all employees who drive at work on council business whether this is a key responsibility of their job or a means of travelling between council locations for work purposes.

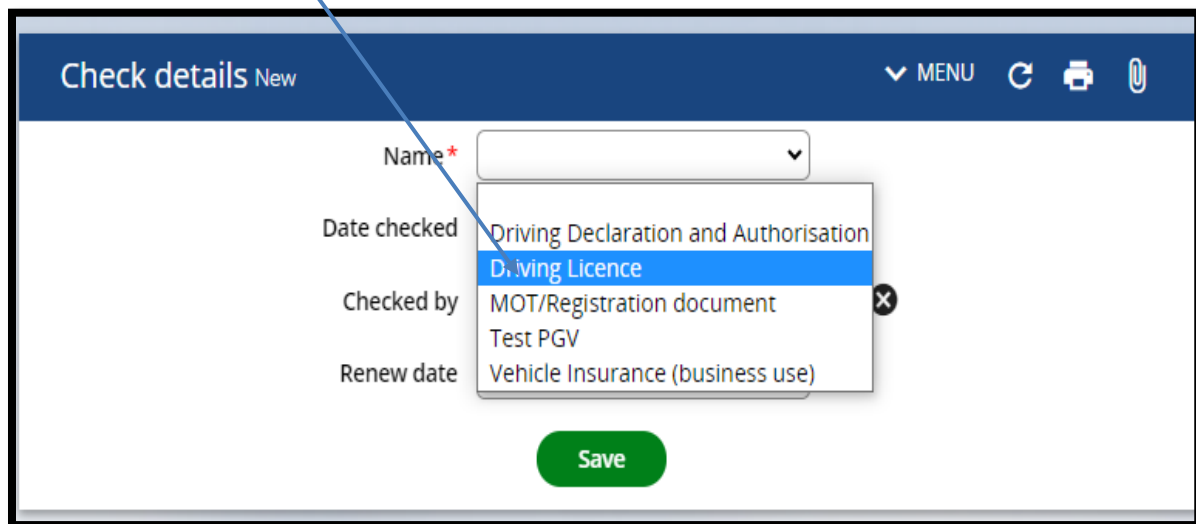
All reporting managers are responsible for ensuring the health and safety of their employees and must ensure that the regulations set out in the policy are met.

Employees who undertake work related driving activities are responsible for ensuring that they comply with the requirements of the policy.

Link to policy [Driving at Work Policy](#)

Driving Licence Check

Choose from drop down

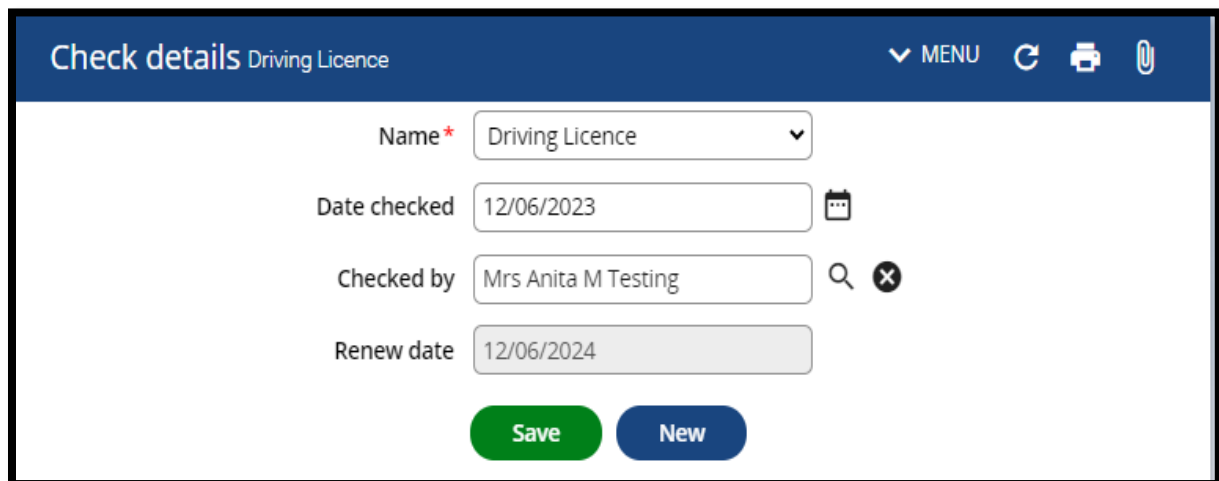


The screenshot shows a web form titled 'Check details New'. It has a blue header bar with a 'MENU' icon and a paperclip icon. The form fields are: 'Name*' (a dropdown menu), 'Date checked' (a text field), 'Checked by' (a text field), and 'Renew date' (a text field). A dropdown menu is open from the 'Name*' field, showing four options: 'Driving Declaration and Authorisation', 'Driving Licence' (highlighted in blue), 'MOT/Registration document', and 'Test PGV'. There is a green 'Save' button at the bottom.

When click Save – dates will populate

Date checked

Renew date (Annually) – Reporting manager will receive a reminder email 90/60/30 days prior to renew date (Employee will also receive a reminder email)

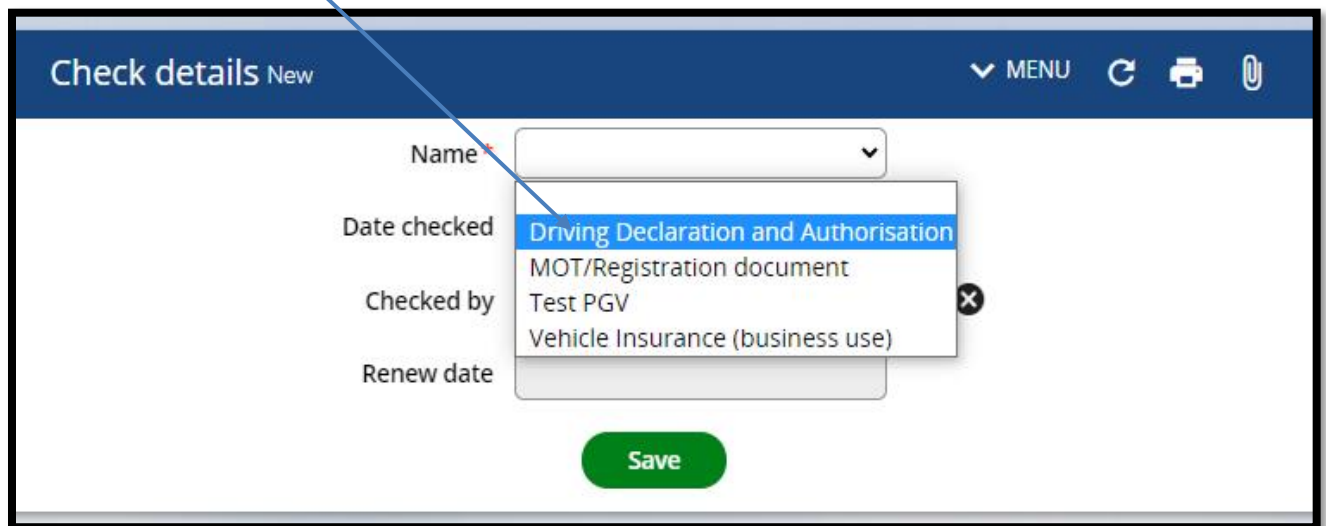


The screenshot shows the same form, but now titled 'Check details Driving Licence'. The 'Name*' dropdown is set to 'Driving Licence'. The 'Date checked' field is populated with '12/06/2023' and has a calendar icon. The 'Checked by' field is populated with 'Mrs Anita M Testing' and has a search icon and a close icon. The 'Renew date' field is populated with '12/06/2024'. There are two buttons at the bottom: a green 'Save' button and a blue 'New' button.

When doing the annual check – over key Date checked with new date and Renew date is automatically updated.

Drivers Declaration and Authorisation Form (completed annually)

Choose from drop down



Check details New

▼ MENU ↺ 🖨️ 📎

Name*

Date checked

Checked by

Renew date

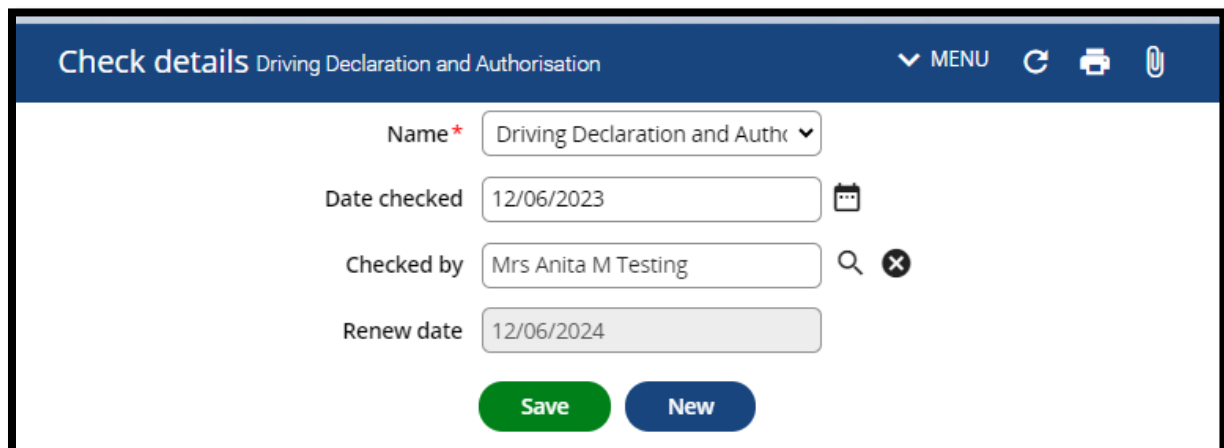
Driving Declaration and Authorisation
MOT/Registration document
Test PGV
Vehicle Insurance (business use)

Save

When click Save – dates will populate

Date checked

Renew date (Annually) – Reporting manager will receive a reminder email 90/60/30 days prior to renew date



Check details Driving Declaration and Authorisation

▼ MENU ↺ 🖨️ 📎

Name*

Date checked

Checked by

Renew date

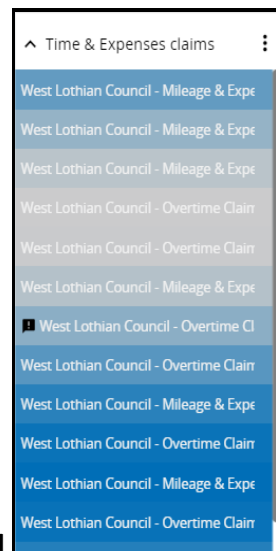
Save New

When doing the annual check — over key Date checked with new date and Renew date is automatically updated.

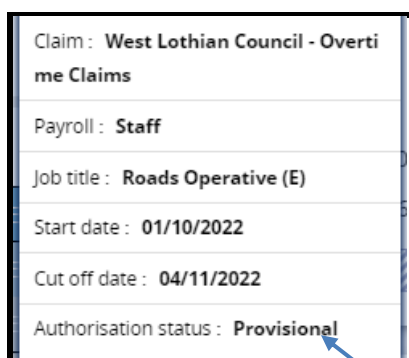
Time & Expenses



Time & Expenses Claim



You can view employees claims – available in side panel (Hover over each claim in side panel and details of claim is displayed)



You can check the status of the claim

To view full details of a claim, click on relevant claim – claim is displayed.

Time & Expenses claim summary

Click on relevant claim in side panel and a summary of claim will be displayed.

Time & Expenses claim summary West Lothian Council - Overtime Claims

▼ MENU ↺ 🖨️ 📎

Time & Expenses claim reference

Start date01/10/2022

NameMr David Test

PositionRoads Operative (E)

Work locationWhitehill Service Centre

PayrollStaff

Submitted date04/10/2022

Authorised date04/10/2022

Cut off date07/10/2022

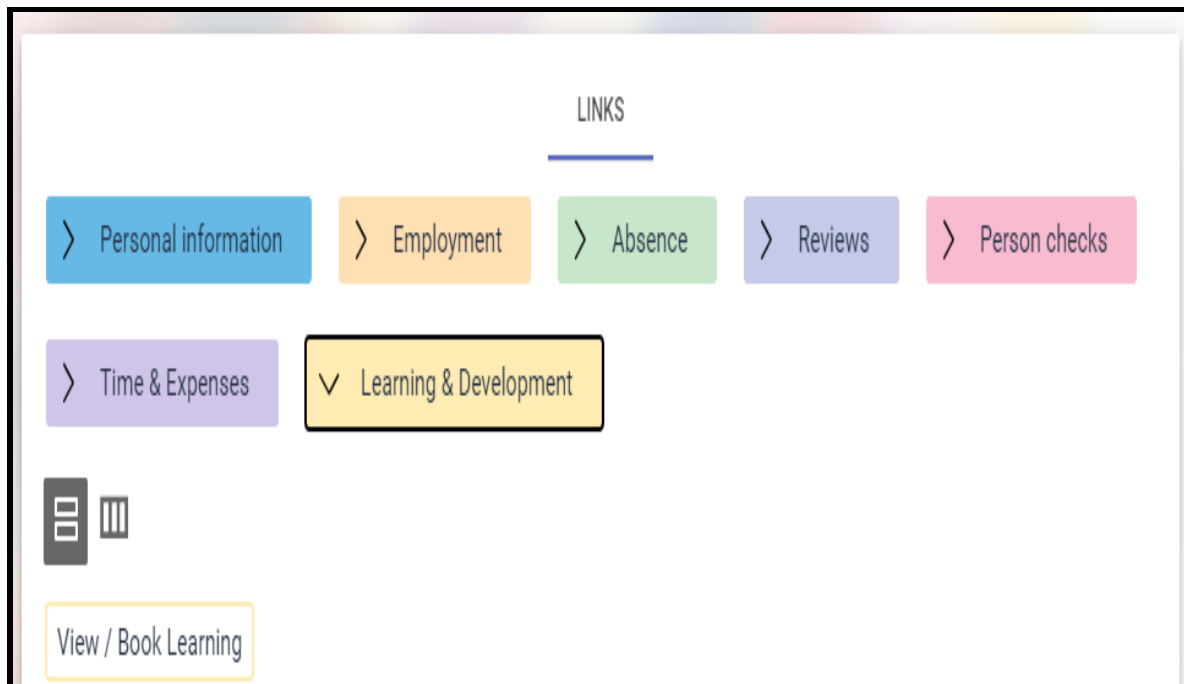
Authorisation statusAuthorised

Element	Type	Time/Units/Miles	Cash amount
Overtime Plain	Time	1	14.14
Total			14.14

These values are provisional. The final values will be shown on the payslip.

You cannot authorise or reject claims from here – This can only be done from your My to do list.

Learning & Development

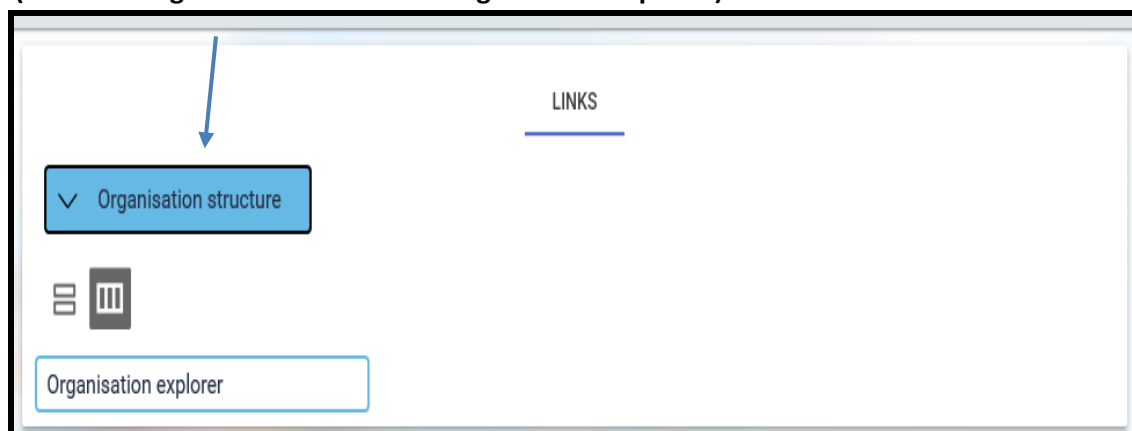


Please refer to the People Manager Learning & Development user guide.

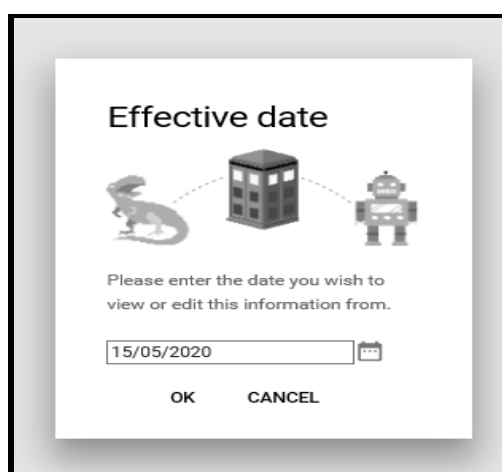
4. Organisation

Organisation >

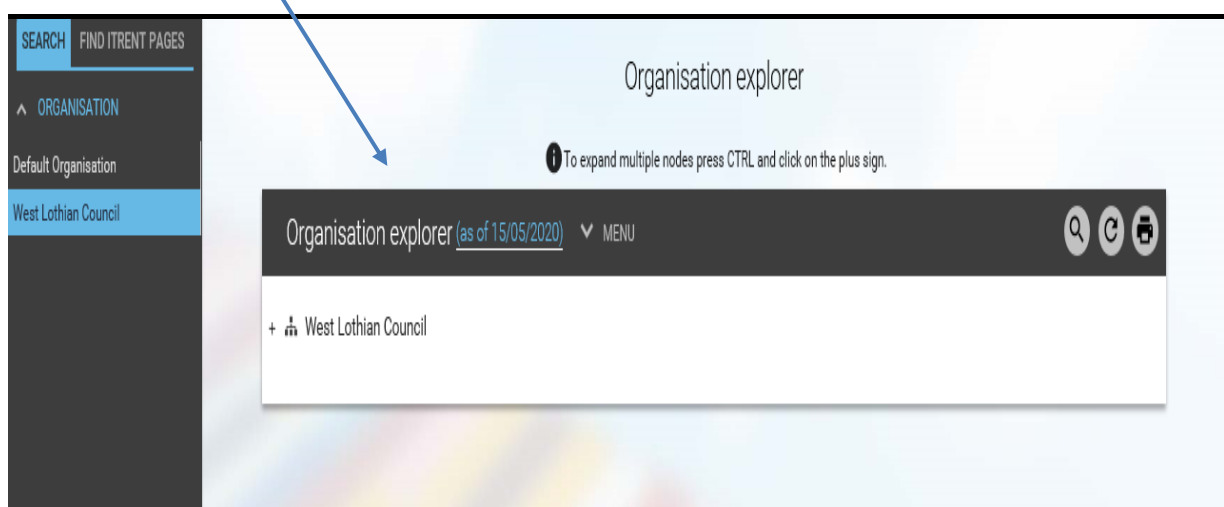
(to access Organisation Structure – Organisation explorer)



You will be asked for the date you want to view the structure at (The effective date will always default at today's date)



Click on + icon and each Unit will appear



Organisation explorer

To expand multiple nodes press CTRL and click on the plus sign.

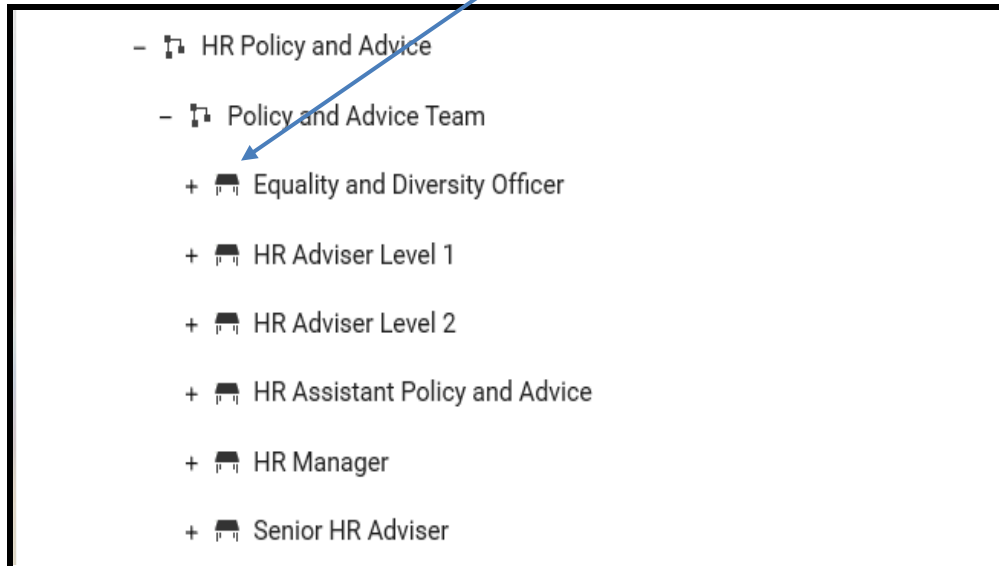
Organisation explorer (as of 19/10/2020)

- West Lothian Council
 - Agency Worker
 - Holding Position
 - + Improvement Service
 - + West Lothian College
 - + West Lothian Council
 - + West Lothian Council Elected Members
 - + West Lothian Council Elections
 - + West Lothian Council non Employees
 - + West Lothian Council Pensions
 - + West Lothian Leisure

- Corporate Services
 - + Corporate Communications
 - + HR and Support Services
 - + IT Services
 - + Legal Services
 - + Performance and Improvement Service
 - + Procurement

- HR and Support Services
 - + Civic Centre Admin Team
 - + Corporate Management and Support
 - + Health and Safety
 - + HR Operations
 - + HR Policy and Advice
 - + Members Services

Click on + icon at HR and Support Services - HR Policy and Advice Team and all posts in this unit appear. A post in iTrent is identified by a Table icon – Click on a table and it will show the name of the person who is in this post.



Positions are identified by chairs

- Blue chairs are occupied positions
- Green chairs are vacant positions
- Red chair will represent a post that is in the recruitment process – which will be a future development

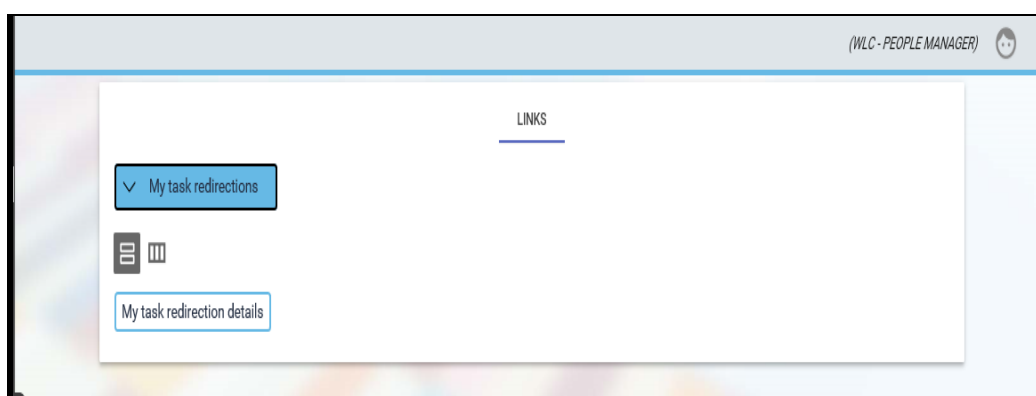
5. Out of Office

My task redirection (tasks that can be redirected are - Time & Expenses claims /Other Absence requests and Annual Leave requests)

If you are unable to action any tasks due to your absence e.g. Annual Leave, there is a facility to redirect any future tasks to another reporting manager.

If you are absent for any reason and will be unable to authorise your tasks you are required to log on to People Manager and put your out of office – “task redirection” on so that your tasks can be forwarded to another reporting manager to action during your absence.

You can access People manager from home.

A screenshot of the 'My task redirection details' form. The form is titled 'My task redirection details' and has a 'MENU' button. It contains the following fields: 'Start date' with a calendar icon and the value '08/12/2020'; 'End date' with a calendar icon; 'Process type' with a dropdown menu showing 'Redirect all'; 'Redirect to' with a search icon and the value '0001980'; and 'Password' with a text input field.

- Enter Start date (First date of your absence) this has to be today's date or a future date (date cannot be retrospective)
- Leave End Date blank – You must enter end date on your return – *if this is not done it can have an impact on employees' future claims*
- Process type - Redirect all
- Redirect to - Click on Search icon to find reporting manager - Please be aware when choosing who you are redirecting your authority to, as there are some people with the same name in the council.
- Password is your log on password

Redirected Manager

- The person that you choose to redirect your tasks to should be:
 - Equivalent level of manager or level above – this must be adhered to, it is an audit requirement, otherwise your direct reportee will be able to authorise their own requests
 - The person that is chosen to redirect tasks to must have People Manager access
 - Only tasks that are submitted for authorisation after the start date of redirection will be redirected
 - Setting up a redirection will not transfer any pre-existing tasks to your chosen person
 - Any pre-existing tasks in your To do list should be authorised before your absence, if you cannot do this you can redirect them in your To do list to the redirected manager.
 - You will need to advise the redirected manager that you have allocated your tasks to them from the start date entered and ensure that there is no overlap with dates
This can occur when the reporting manager you redirect your tasks to is also going to be absent during your period of absence and redirects their tasks to you.

The reporting manager you have redirected your tasks to will not be able to see your reportees in People Manager so will not be able to key in sickness absence or extend Occupancy end dates if applicable for any of your reportees

Your reporting manager is required to add sickness absences /extend occupancy end dates for your reportees during your absence.

When you are the redirected reporting manager:

Please ensure you action all tasks in your “To do list” that have been redirected to you before end date of redirection. If this is not done they will remain in your “To do list” but you will not be able to authorise the task.

You will need to redirect them to the reporting manager who has ended the redirection and can authorise the tasks.

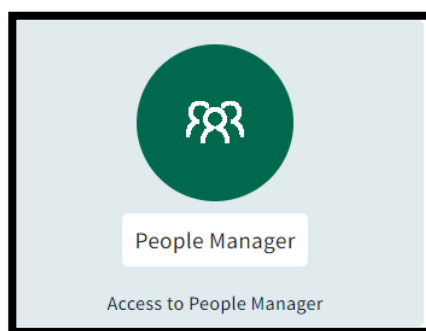
Entering Sickness absence details for employees cannot be redirected – as this is not a task – only your reporting manager can key in sickness absences when you are absent.

6. Help & Support

MyHR email address should only be used for system related issues

If your query is not related to People Manager system issues please send an email to the correct mailbox:

- Contract / Annual Leave queries: HRSupport@westlothian.gov.uk
- Payroll query: payroll@westlothian.gov.uk
- Sickness absence /Case management query: sicknessabsence@westlothian.gov.uk
- Learning query: learn2develop@westlothian.gov.uk
- Policy & Advice query: Hrpolicy@westlothian.gov.uk
- Recruitment query: Recruitment@westlothian.gov.uk



There is further help available on my toolkit under

People Manager – Managers self service

- **User guides**
- **Index link pages to help you find the section you require in the user guides**
- **People Manager FAQs**

Frequently Asked Questions

Email Example	Reply
Can you please re-set my password for People Manager.	<p>You must use the forgotten password link on the log in page to reset your password. Please note that this will also change your myHR password.</p> <p>The link to people manager is: https://trent.westlothian.gov.uk/trentlve_web/wrd/run/etadm001gf.open</p>
I tried to login using my employee number as username and password and get an invalid login message	<p>The error message “invalid details” means your account is locked, you must use the forgotten password link on the log in page to reset your password (you must use your myHR email address which is normally your work email address if you have one, if not then use your personal email).</p> <p>The link to people manager is: https://trent.westlothian.gov.uk/trentlve_web/wrd/run/etadm001gf.open</p>
I get message “account violation” when trying to log in	The error message “account violation” means you have clicked on something in error or clicked too many times, you must try the accessing the system again allowing the pages to open properly before clicking again.
My email address is wrong	<p>Your email addresses can be changed as follows:</p> <ul style="list-style-type: none"> • myHR Correspondence: Change yourself via myHR • myHR email: Request via HRSupport@westlothian.gov.uk • e-payslip: Request via payroll@westlothian.gov.uk
I cannot authorise a request in People manager	Please refer to pages 58 - 65 in this user guide
Employees sickness record is wrong	Reporting managers can amend employee’s sickness record on People Manager.
I am a manager and need to delete a sickness absence for an employee.	Only Payroll can delete sickness absence please forward your email to payroll@westlothian.gov.uk

Driving at Work Policy & Business Use Mileage Rules

7. Driving at Work Policy

West Lothian Council is committed to protecting, so far as is reasonably practicable, the health and safety of all its employees and others who could be affected by the hazards associated with work related driving.

The policy applies to all employees who drive at work on council business whether this is a key responsibility of their job or a means of travelling between council locations for work purposes.

All reporting managers are responsible for ensuring the health and safety of their employees and must ensure that the regulations set out in the policy are met.

Employees who undertake work related driving activities are responsible for ensuring that they comply with the requirements of the policy.

Link to policy [Driving at Work Policy](#)

Reporting managers are required to ensure that employees have completed a Driving Declaration and Authorisation form and a new form is required to be completed each year.

The completed forms should be saved in the employees objective file by the service.

Please click on link to access form [Driving Declaration and Authorisation form](#)

Or form can be found in [Travel and Subsistence](#) on my toolkit.

Driving Declaration and Authorisation check is an annual review which reporting managers are

required to review and update on an annual basis in Persons Checks in People manager.

∨ Person checks

8. Business Use Mileage

If it has been agreed between reporting manager and employee that for particular type of journeys it would be appropriate and more efficient for the journey to undertaken in the employee's own vehicle, the employee must complete the Own Vehicle Use Authorisation Request which is part of the Driver Declaration and Authorisation form.

Please click on link to access this form [Driver Declaration and Authorisation Form](#)

The completed forms should be saved in the employees objective file by the service.

The application must be authorised by the Service manager prior to an employee using their own vehicle. In authorising the application, Service Manager's must confirm that the employee's necessary documentation (Driving Licence, Insurance, and Vehicle Maintenance) is current and valid. Thereafter, those documents must be reviewed on an annual basis by the reporting manager.

This form is required to be completed annually and reporting manager signature is required to confirm appropriate documentation checks have been carried out and updated in People Manager.

Reporting manager and employee receive a notification email 90/60/30 days prior to the renewal date and one day after renewal date has expired

Payment of mileage

Employees should not claim business use mileage until this form has been completed and authorised. Relevant checks have been reviewed and recorded in People Manager by the reporting manager.

Reporting managers should not authorise claims until all these documents have been checked and are valid.

New Vehicle

Each time an employee adds a new vehicle the employee's reporting manager is required to check the documents for the new vehicle and update details in People Manager.

When vehicle documents are checked they should be updated in Persons Checks

 in People Manager.

Claims for mileage must be made in accordance with the council's [Business Travel and Subsistence policy](#).

Council's [schedule of mileage](#) should always be used in the first instance.

A valid vat receipt for fuel is required for each mileage claim that is made and should be retained by employee for a period of 6 years (HMRC).

PROCESSES

Occupancy details

Fixed term contracts

(How to extend or end employees Fixed term contracts)

Employment – Occupancy details - Fixed Term Contracts only

You will receive a notification email at 90 /60 / 30 / 18 days before employees' contract is due to end (if acted upon no further emails will be sent).

To extend contract



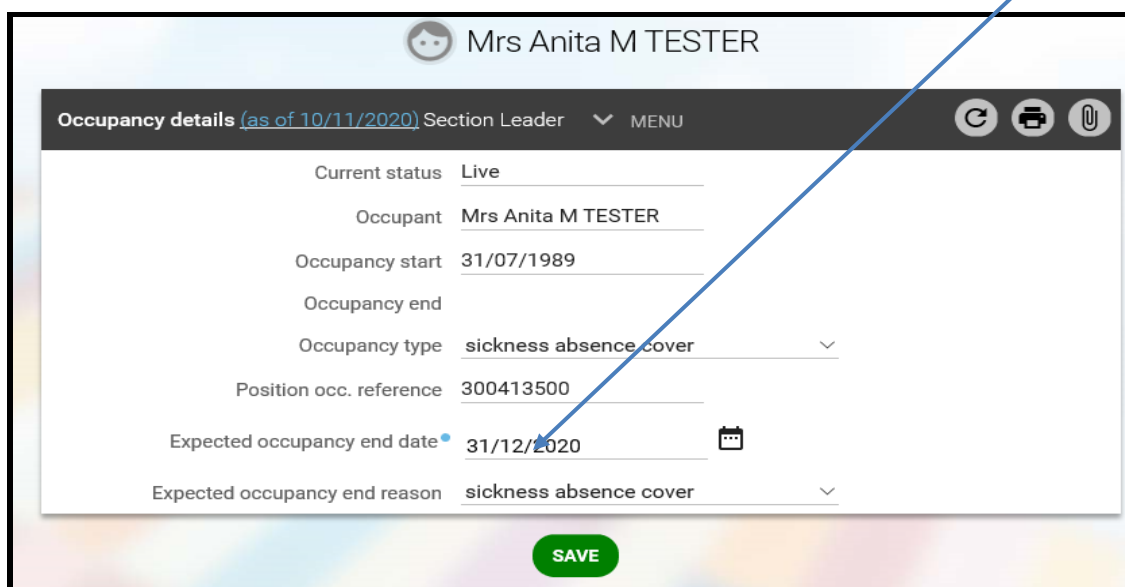
Effective date

Please enter the date you wish to view or edit this information from.

02/09/2020

OK CANCEL

- Choose today's date
- If contract is to be extended please change Expected occupancy end date to new expected end date
- Save



Mrs Anita M TESTER

Occupancy details (as of 10/11/2020) Section Leader MENU

Current status	Live
Occupant	Mrs Anita M TESTER
Occupancy start	31/07/1989
Occupancy end	
Occupancy type	sickness absence cover
Position occ. reference	300413500
Expected occupancy end date	31/12/2020
Expected occupancy end reason	sickness absence cover

SAVE

- You will receive an email advising that the date has been changed
- Employee will also receive an email advising that the contract has been extended as soon as the end date is entered by yourself

If you are not the budget holder then you must ensure that you have the budget holder's approval in writing (email must come from the budget holders account not from a personal account).

Reporting managers should not make any other changes to this screen

Fixed Term Contracts:

If the expected occupancy end reason changes please complete and submit a contractual change form to HRchanges@westlothian.gov.uk

Where a fixed term contract is coming to an end you should ensure that you follow the necessary steps set out within the [Managers Guide on the use of Fixed Term Contracts](#).

Or speak to your HR Adviser for further advice.

If the fixed term contract is to end please complete a [termination form](#) and email form to HRChanges@westlothian.gov.uk

For all other temporary change's occupancy type will be standard, reporting managers will continue to receive monthly spread sheets for other temporary changes which should be returned to HRChanges@westlothian.gov.uk for processing.

Failure to do so may result in an over or underpayment to the employee.


Employees contract type can be viewed in Hours & Basis

Employment – Hours and basis

LINKS

> Personal information **▼ Employment** > Absence > Reviews > Person checks




> Time & Expenses > Learning & Development


≡ 


Element details Hours and basis Occupancy details


Pattern details (Positions) Pattern override Payscale values


Pension summary Position details


Hours and basis (as of 28/10/2020) Roads Operative (E) ▼ MENU   


Contractual Hours _____ 36.00 


FTE hours _____ 36.00 


Post budgeted hours _____ 36.00 

Annual weeks worked _____ 52.14 

Employment is term-time only ☐ 

Category Employee ▼ 

Basis Full time ▼ 

Type Permanent ▼ 

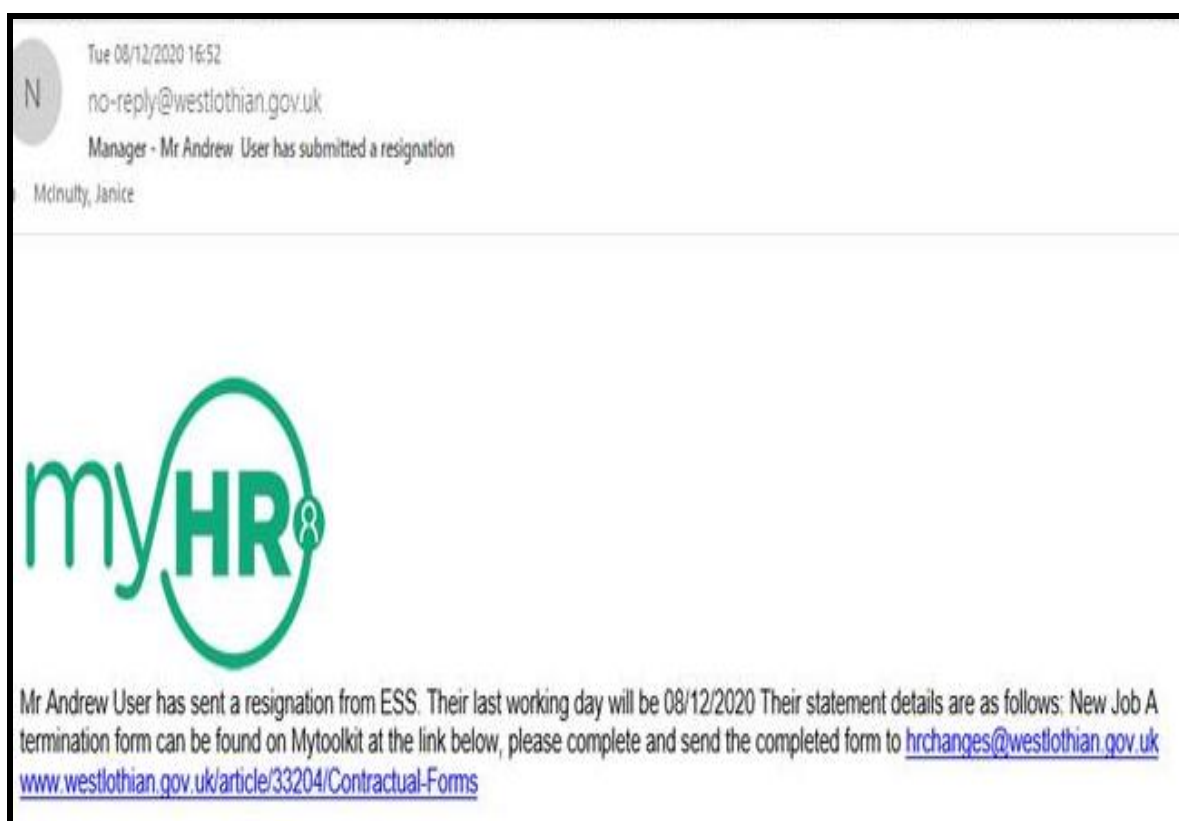
Change reason _____ ▼

Employee Resigns via myHR

Employees will be expected to resign from their post(s) in myHR. They are required to enter the following:

- Last working day
- Complete a resignation statement
- If they have more than one post they can resign from one or both posts.

Reporting managers receive a notification email



- Please review the date the employee has entered for the last working day,
 - Is this date the last day of working after they have worked their relevant notice period?
 - Is this date the last day of working after all annual leave due to them has been taken?
- If the resignation date is incorrect please email myHR@westlothian.gov.uk asking for it to be deleted
- When deleted advise employee to enter correct resignation date in myHR
- When last working day has been confirmed as correct the reporting manager is required to complete a termination form
- Completed Leavers form should be saved to your own PC and then emailed to hrenchanges@westlothian.gov.uk

Off – Boarding

Employees will have access to myHR for a period of 60 days after leaving to allow them access to any payslips they may require or a copy of their P60/P45, but cannot add any overtime claims or expenses still outstanding.

HOW TO PROCESS TASKS – IN MY TO DO LIST

(Requests from employees)

The following requests will be directed to you as a reporting manager after one of your reportees make the request in myHR, and you are required to Authorise or Not Authorise each request.

- Overtime claims
- Mileage / Expense claims
- Other Absence (Special Leave etc)
- Annual Leave
- Learning request (Course)

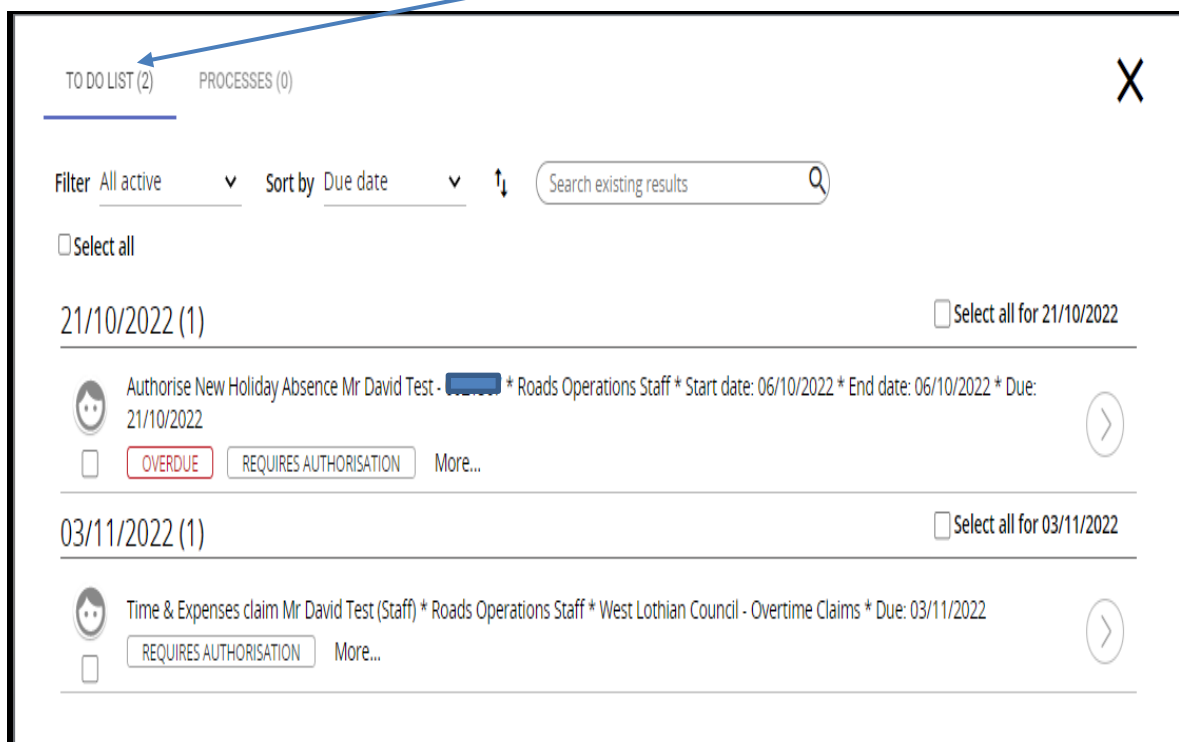
When reportee makes a request – reporting manager receives an email

Access requests

Click on My to do list (Front page)



To do list is displayed and in this example, there are 2 tasks in the managers To do list

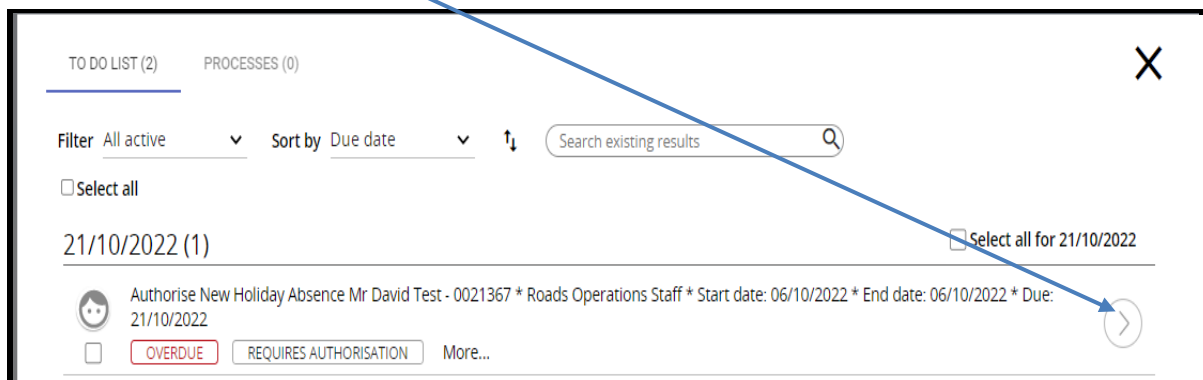


Authorise/Not Authorise requests

You can only Authorise /Not Authorise a request from your To do list

Before authorising a request please open the request and review content – Please refer to page 63 for more information on checks required when authorising Time & Expenses claims.

To view a task, click on arrow




TO DO LIST (2) PROCESSES (0) X

Filter All active Sort by Due date Search existing results

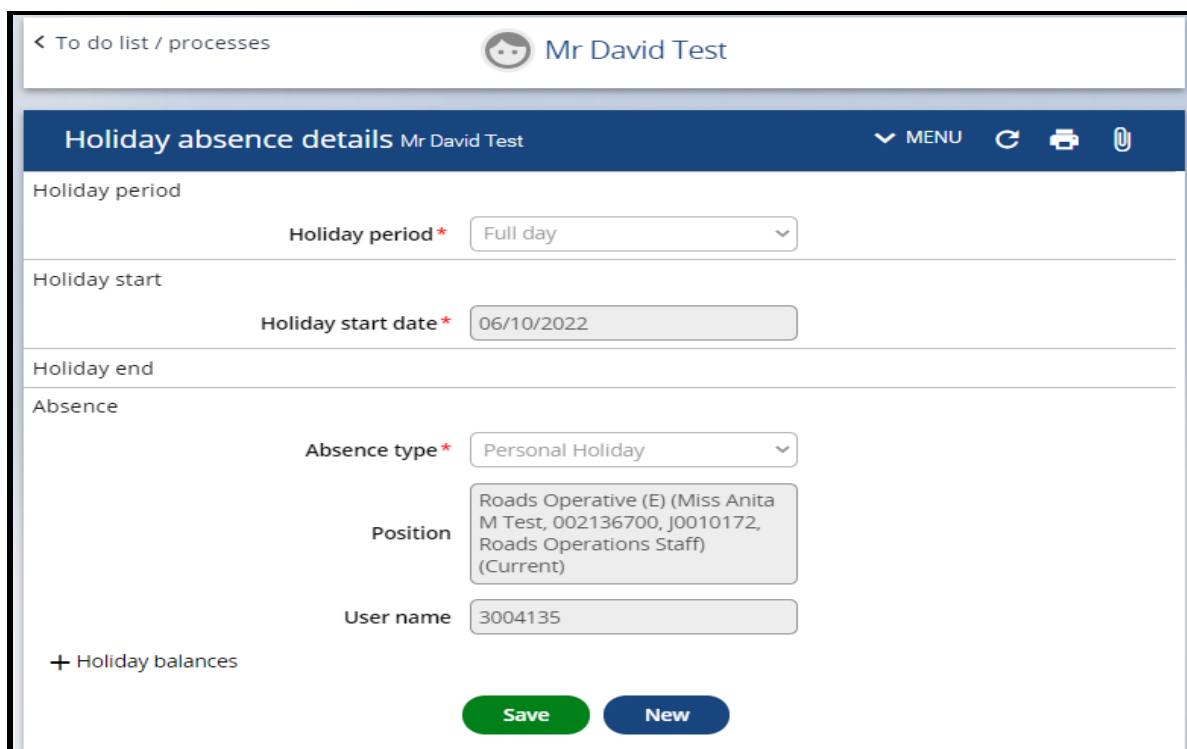
☐ Select all

21/10/2022 (1) ☐ Select all for 21/10/2022

 Authorise New Holiday Absence Mr David Test - 0021367 * Roads Operations Staff * Start date: 06/10/2022 * End date: 06/10/2022 * Due: 21/10/2022

☐ OVERDUE REQUIRES AUTHORISATION More...

Task is displayed



< To do list / processes Mr David Test

Holiday absence details Mr David Test MENU

Holiday period

Holiday period * Full day

Holiday start

Holiday start date * 06/10/2022

Holiday end

Absence

Absence type * Personal Holiday

Position Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)

User name 3004135

+ Holiday balances

Save New

Please note you cannot authorise/not authorise in request, you must return to your To do list to carry out this action

To return to your To do list

Click on To do list (this can be found on left hand corner at top of screen on each viewed request)
this returns you to your task list where you can action employees' requests.

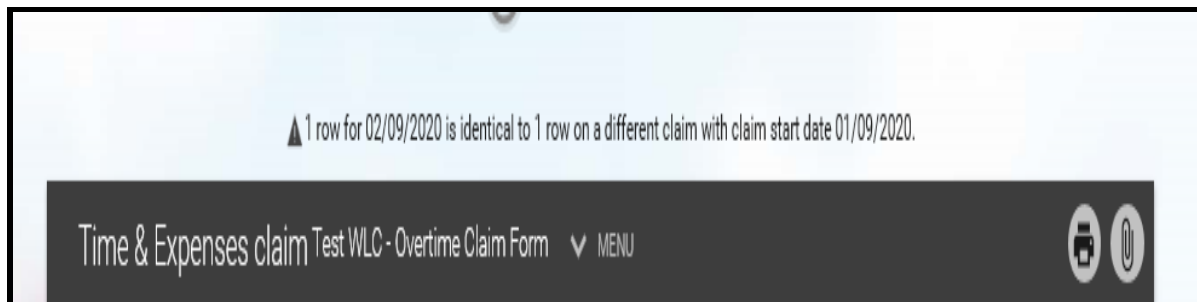


Important checks prior to authorisation

Overtime / Mileage / Expenses – duplicate claims

Before authorising any overtime/mileage/expense requests please review request and be aware of any warning messages that may be on top of screen e.g. this warning message relates to a duplicate entry that has been submitted by employee.

In this instance the claim should be Not Authorised and employee should resubmit a corrected claim.



You are accountable as the reporting manager to ensure all claim information is accurate before authorisation.

Overtime - 24-hour clock

Prior to authorising any overtime claims please check the hours are keyed in 24-hour clock times.

Failure to do this results in overpayments. Please reject any incorrect submission and explain to the employee how to add Hours from and to correctly e.g. 10am to 2pm should be keyed as 10.00 -14.00 which is 4 hours if keyed as 10.00 -02.00 system will pay 16 hours.

You are accountable as the reporting manager to check this prior to authorisation.

Payment of claims

Claims will be processed for payment up to the Payroll cut-off date each month. All claims authorised up to this date will be paid in this month's salary, otherwise the claim will carry over to the following month – so encourage your reportees to submit their claims promptly at the end of each month to allow you sufficient time to action the claims.

Payroll cut-off dates are pre-set in the system each year and they cannot be changed.

Authorise/Not authorise

- Tick the box beside each task you wish to Authorise/Not authorise
- Click on Actions
- Two options are displayed - Authorised or Not authorised
- When you click on either one the task will be removed from your task list
- Email is sent to employee advising if request has been authorised or not

The screenshot shows a web application interface for managing tasks. At the top, there are tabs for 'TO DO LIST (2)' and 'PROCESSES (0)'. Below the tabs, there are filters for 'Filter All active' and 'Sort by Due date'. A search bar labeled 'Search existing results' is also present. A dropdown menu labeled 'Actions' is open, showing two options: 'Authorised' and 'Not authorised'. The task list is divided into sections by dates: '21/10/2022 (1)' and '03/11/2022 (1)'. Each section contains a task card. The first task card for 21/10/2022 is titled 'Authorise New Holiday Absence Mr David Test - [redacted] * Roads Operations Staff * Start date: 06/10/2022 * End date: 06/10/2022 * Due: 21/10/2022'. It has a checkbox, a red 'OVERDUE' label, a 'REQUIRES AUTHORISATION' button, and a 'More...' link. The second task card for 03/11/2022 is titled 'Time & Expenses claim Mr David Test (Staff) * Roads Operations Staff * West Lothian Council - Overtime Claims * Due: 03/11/2022'. It also has a checkbox, a 'REQUIRES AUTHORISATION' button, and a 'More...' link. A 'Select all' checkbox is visible for each date section.

Authorised claims that are incorrect

If you have authorised a claim that is incorrect, please email payroll@westlothian.gov.uk with the claim details and they can delete the claim if it is prior to payroll completion.

If the claim has already been paid to the employee, payroll will be required to do an overpayment.

A task is in your To do list that is not one of your reportees

Tasks may be in your to do list for an employee that no longer reports to you, this is because the employee is claiming for dates when you were still their reporting manager.

- You will need to redirect the request to their current reporting manager so that they can process the requests
- Please be aware when choosing who you are redirecting the request to, as there are some employees with the same name in the council
- The reporting manager that you are redirecting the task to will not receive an email notification, you will need to advise them that you have redirected a task to them for processing

Tasks may be in your to do list if you have had a redirection assigned to you by another manager in their absence and they have not ended the redirection on their return to work.

To redirect a task in your To do list

- Tick the box beside the task you wish to redirect
- Click on Redirect

The screenshot shows a 'TO DO LIST (2)' interface. At the top, there are tabs for 'TO DO LIST (2)' and 'PROCESSES (0)'. Below the tabs, there are filters for 'Filter All active' and 'Sort by Due date'. A search bar labeled 'Search existing results' is also present. A table of tasks is displayed, with the first task being 'Authorise New Holiday Absence - Mr David Test - Roads Operations Staff * Start date: 06/10/2022 * End date: 06/10/2022 * Due: 21/10/2022'. This task is marked as 'OVERDUE' and 'REQUIRES AUTHORISATION'. A blue arrow points from the 'Redirect' button in the task's action menu to the 'Redirect task' dialog box shown in the next screenshot.

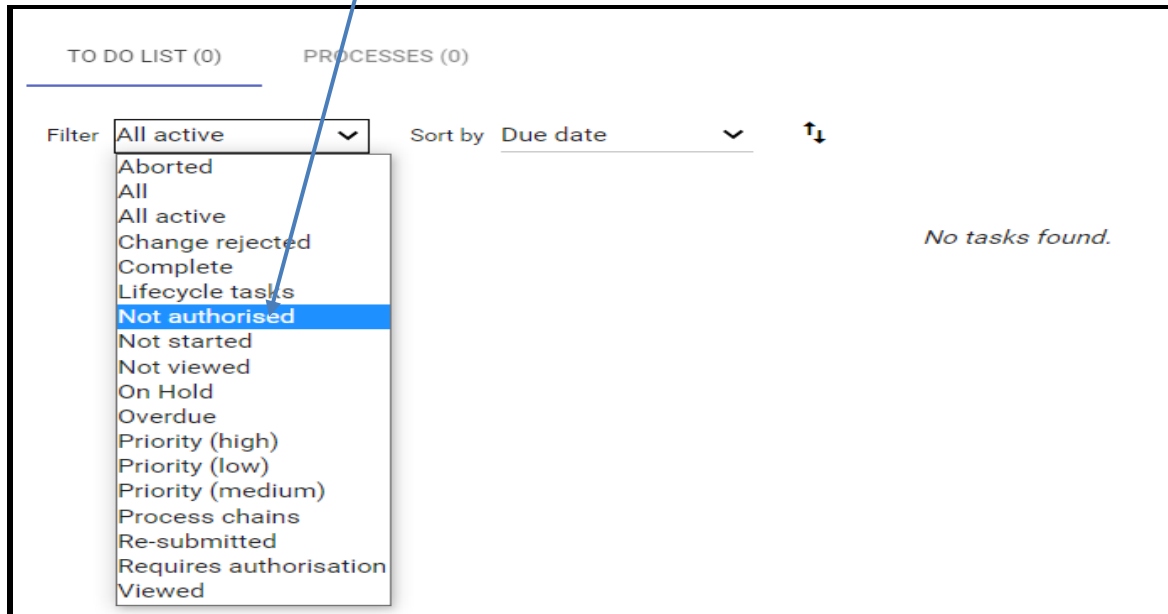
- Search for person you wish to redirect task to (must have People Manager access)
- Save

The screenshot shows the 'Redirect task' dialog box. The title bar reads 'Redirect task Authorise New Holiday Absence - Mr David Test'. Below the title bar, there is a search field labeled 'Recipient' with a magnifying glass icon. A green 'Save' button is located at the bottom of the dialog box. A blue arrow points from the 'Redirect' button in the previous screenshot to the search field in this dialog box.

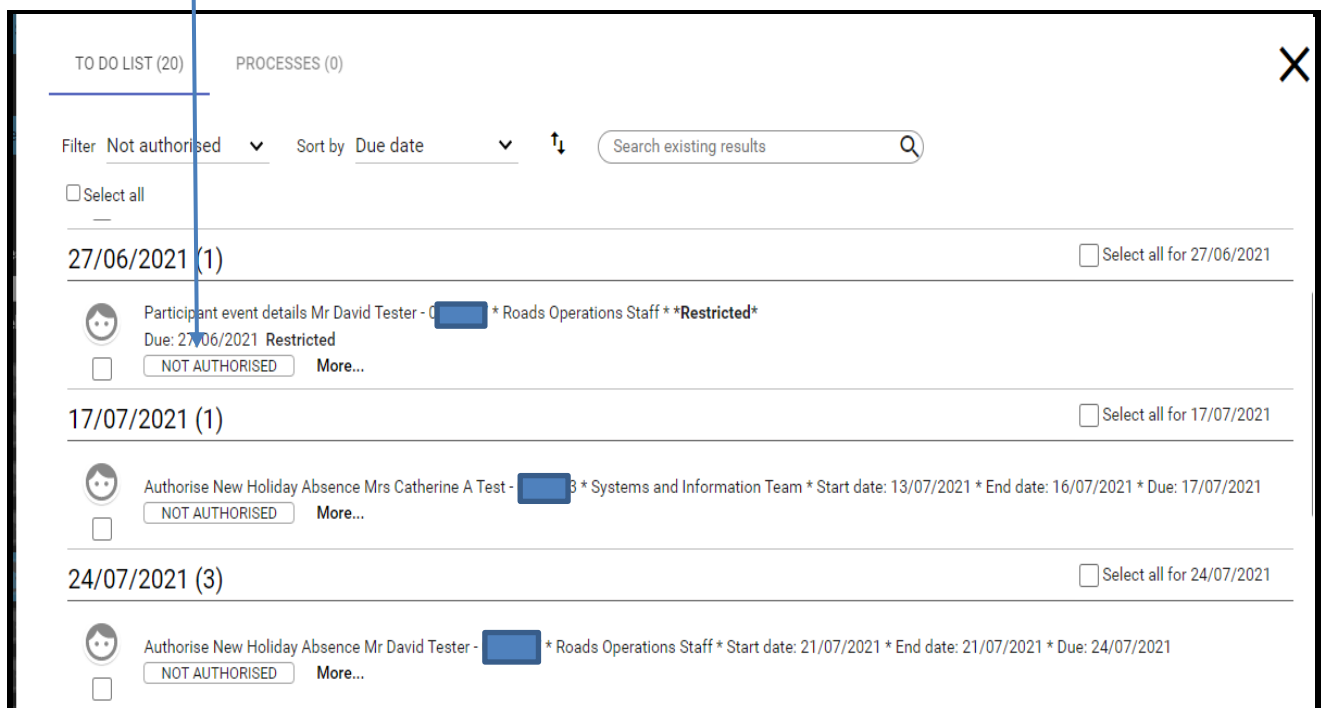
Task will be removed from your To do list.

In your To do list you have the facility to view status of tasks e.g. if you want to view all tasks that you have Not authorised (Rejected)

- Click on Filter – All active
- Choose Not authorised from dropdown



All not authorised claims appear



Absence Processes

Sickness absence

- Sickness triggers

Other absence

Maternity Absence

Sickness absence process

- Employee will contact their reporting manager to advise of sickness absence
- As their reporting manager you are required to enter their sickness absence dates in People Manager (More than one day / Full day and Part days) and an expected end date of absence
- You can amend the expected end date at any time (example: employee contacts you to say they will not be returning on original expected return date)
- When employee contacts you to advise they have returned to work, you must enter the **Absence end date** in their sickness absence record
- On their return to work please ensure employee completes a self-certificate form and you undertake a return to work interview in line with the [Policy and Procedure on Supporting Attendance at Work](#).
- Employee can view their absence in myHR
- Until an employee has returned to work reporting managers should note the date of expected last day of absence in the Expected end date, and only complete the Absence End Date field when the employee has actually returned to work

If this is completed prior to this date, it may have pay implications for the employee.

Please note when keying end date of absence

End date is day before they return to work

Example 1 - Employee normal working week Monday – Friday their last day of absence is Sunday – this is the date that should be entered in record

Example 2 – Employee normal working week Monday – Thursday – their last day of absence is Sunday

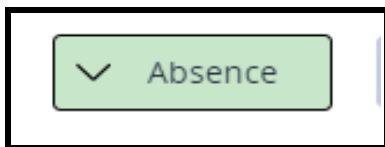
Example 3 – Employee normal working week Tuesday – Saturday – their last day of absence is Monday

The last day of sickness should always be the last day before physically back at work.

If you are unsure of what day should be the end date please contact Payroll@westlothian.gov.uk

COVID RELATED ABSENCES

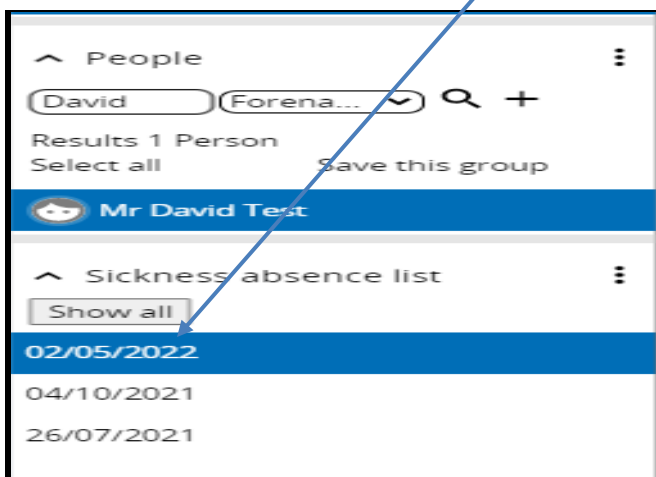
The national agreement relating to the introduction of temporary arrangements that provided a period of special leave for COVID-19 absences was withdrawn from 1 July 2022. Thereafter, if staff have any absences due to illness, infection or self-isolation as a result of COVID-19, they will be recorded and managed under the Council's existing Supporting Attendance at Work Policy and Procedures.



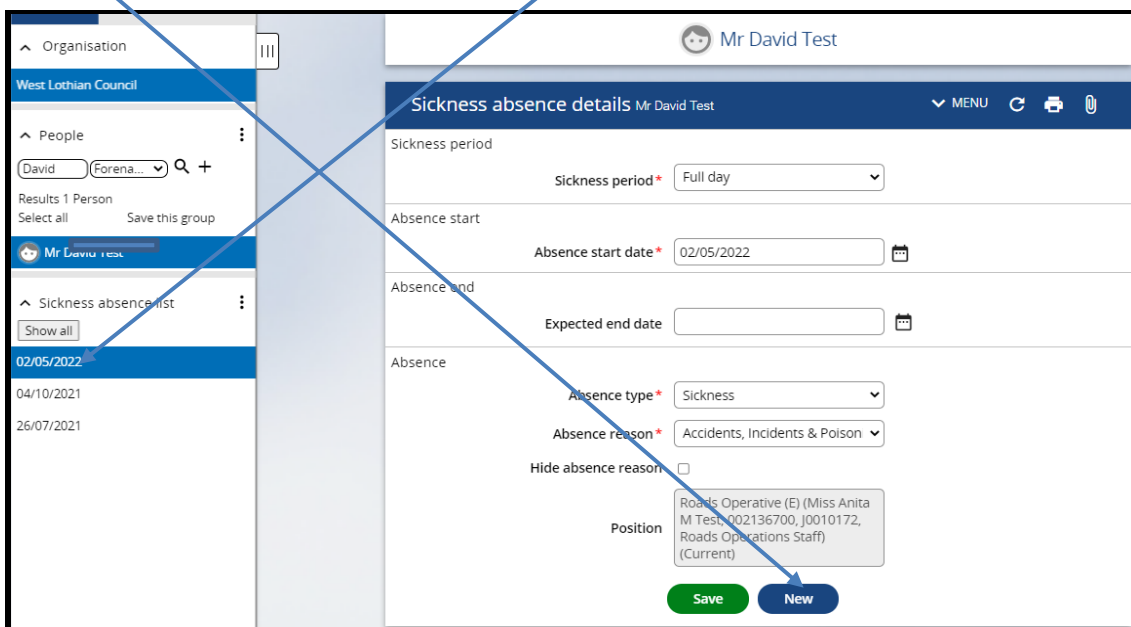
To key in sickness absence, click on Sickness absence details



All employee's sickness absences display on side panel



To enter a new absence - Click on last entry and this entry will appear – **To enter new absence click on New**



PLEASE DO NOT OVER KEY AN ENTRY ALREADY THERE – THIS WILL DELETE THIS ABSENCE – ALWAYS CLICK NEW BUTTON.

New screen – ready for you to enter their latest absence.

(If employee does not have any previous sickness absences this screen will also appear when you

click on Sickness tab Sickness absence details)

Sickness absence details New

▼ MENU

↺

🖨

📎

Sickness period

Sickness period *

More than one day ▼

Absence start

Absence start date * 📅

Absence start type

Full day ▼

Absence end

Absence end date 📅

Absence end type

Full day ▼

Expected end date 📅

Absence

Absence type * ▼

Set as default ☐

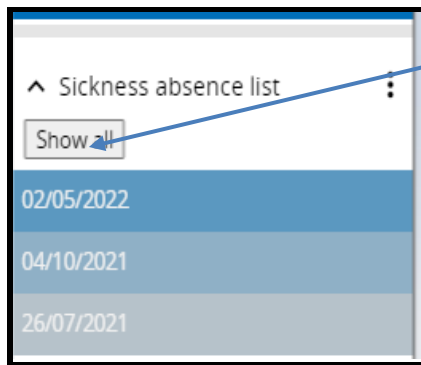
Absence reason *

<None> ▼

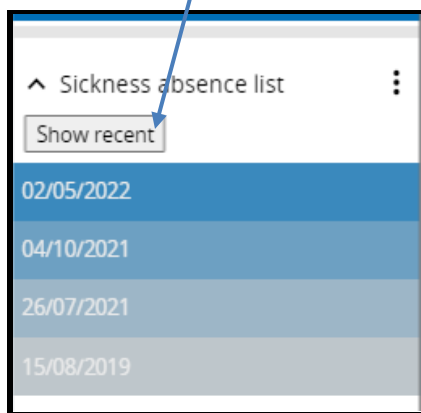
Hide absence reason ☐

Save

If you want to view all employee's sickness absence history click on "Show all"



Double click on Show all to access Show recent



"Show recent" displays all sickness absences from 2018

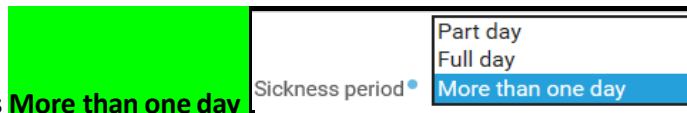
Example 1: More than one day absence

Employee contacts reporting manager and advises they will not be coming into work today due to sickness.

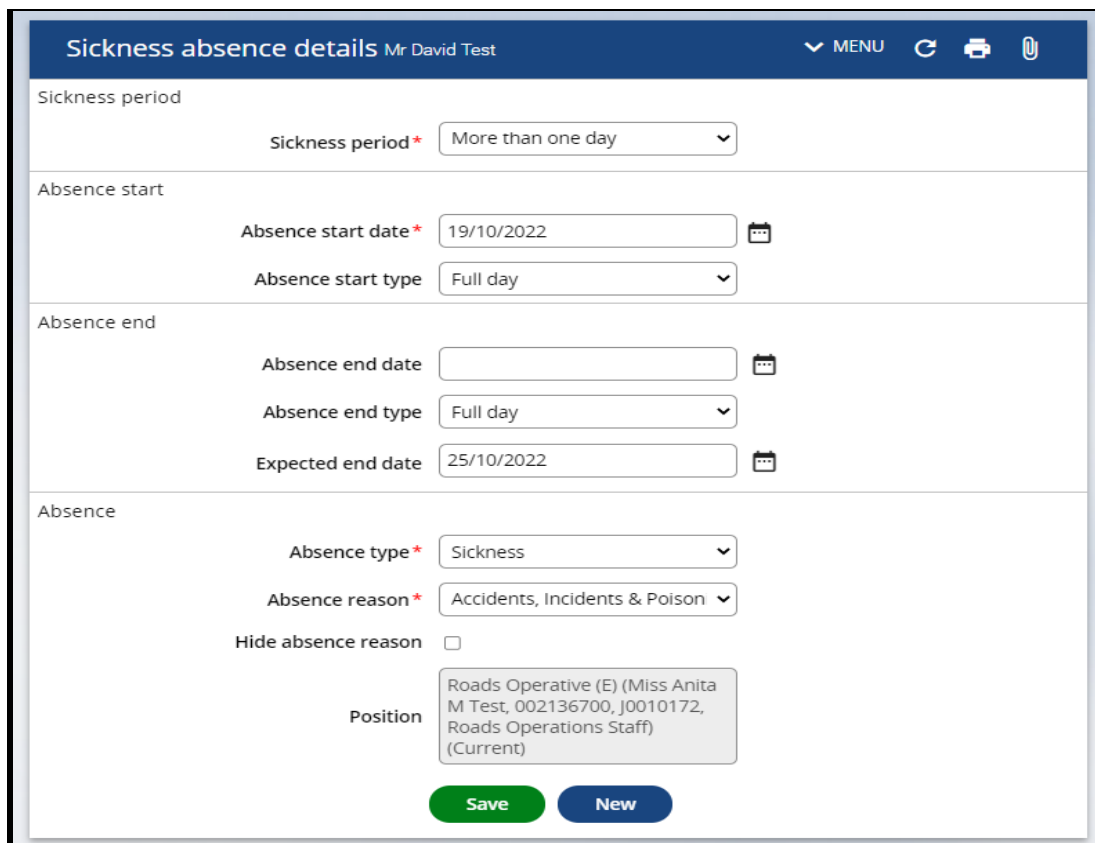
Reporting manager asks employee of their expected end date of absence.

In Absence – Sickness Absence details screen in People Manager the following information should be entered

- Sickness period is **More than one day**
- Absence start date
- Expected end date
- Absence type – choose from drop down list – Sickness or Industrial injury
- Absence reason – choose from drop down list
- Save

A screenshot of a dropdown menu for 'Sickness period'. The menu is open, showing three options: 'Part day', 'Full day', and 'More than one day'. The 'More than one day' option is highlighted in blue. The text 'Sickness period' is visible to the left of the dropdown.

Absence – Sickness absence details screen

A screenshot of the 'Sickness absence details' screen in People Manager. The screen has a blue header with the title 'Sickness absence details Mr David Test' and icons for menu, refresh, print, and upload. The form is divided into sections: 'Sickness period' with a dropdown set to 'More than one day'; 'Absence start' with 'Absence start date' set to '19/10/2022' and 'Absence start type' set to 'Full day'; 'Absence end' with 'Absence end date' empty, 'Absence end type' set to 'Full day', and 'Expected end date' set to '25/10/2022'; and 'Absence' with 'Absence type' set to 'Sickness', 'Absence reason' set to 'Accidents, Incidents & Poison', and a checkbox for 'Hide absence reason' which is unchecked. The 'Position' field shows 'Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)'. At the bottom are 'Save' and 'New' buttons.

Employee and yourself will receive a notification email when a sickness absence is keyed by you

Absence end date

When employee returns to work, enter the end date of sickness absence in the sickness absence entry.

Only complete the Absence End Date when the employee has actually returned to work.

The screenshot shows a web form titled "Sickness absence details Mr David Test". The form is divided into several sections:

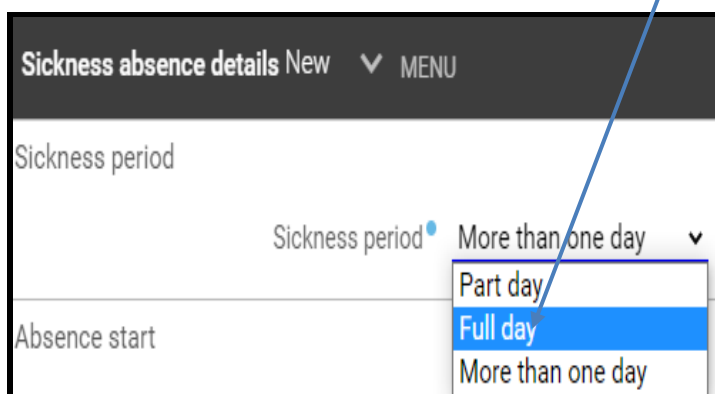
- Sickness period:** A dropdown menu set to "More than one day".
- Absence start:** Includes "Absence start date" (19/10/2022) and "Absence start type" (Full day).
- Absence end:** Includes "Absence end date" (24/10/2022), "Absence end type" (Full day), and "Expected end date" (25/10/2022). A blue arrow points to the "Absence end date" field.
- Absence:** Includes "Absence type" (Sickness), "Absence reason" (Accidents, Incidents & Poison), a "Hide absence reason" checkbox, and a "Position" field showing "Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)".

At the bottom of the form are two buttons: "Save" (green) and "New" (blue).

Please note Absence end date has been keyed as the 24/10/22 not the 22/10/22 as Sunday is the last day employee was not at work.

Employee and yourself will receive a notification email when a sickness absence end date is keyed by you

Example 2: Full day absence – **DO NOT USE Full Day absence from dropdown**

The screenshot shows a web form titled 'Sickness absence details New' with a 'MENU' button. The form has two main sections: 'Sickness period' and 'Absence start'. In the 'Sickness period' section, there is a dropdown menu currently set to 'More than one day'. The dropdown is open, showing three options: 'Part day', 'Full day' (which is highlighted in blue), and 'More than one day'. A blue arrow points from the text 'DO NOT USE Full Day absence from dropdown' in the example title to the 'Full day' option in the dropdown menu.

Employee contacts you and advises that they will be absent today due to sickness but will be back tomorrow – entry should be keyed as follows:

- Sickness period is **More than one day** (as it cannot be guaranteed employee will return the next day)
- Absence start date
- Expected End date
- Absence type Sickness or industrial injury
- Absence reason – Choose from drop down list
- Save

If employee does not return the next day you can change the Expected End date to date the employee has indicated will be their last day of absence.

Only complete the Absence End Date when the employee has actually returned to work.

Example 3: Part day absence - AM

Employee contacts you and advises that they are off sick for the morning only and will return to work in the afternoon – entry should be keyed as follows: **only if employee has returned to work in the afternoon**

- Sickness period **is Part day**
- Absence start date
- Absence start type - Half Day AM
- Key Hours absent
- Choose Absence type
- Choose Absence reason
- Save

You do not have to enter an Absence end date as employee sickness absence is ending on the same day.

Sickness absence details Mr David Test

▼ MENU ↻ 🖨️ 📎

Sickness period

Sickness period*

Absence start

Absence start date* 📅

Absence start type

Hours absent

Absence end

Expected end date 📅

Absence

Absence type*

Absence reason*

Hide absence reason ☐

Position

Save **New**

If employee does not return to work in the afternoon (it is not a Part Day absence now)

- In entry change Sickness Period to **More than one day**
- Change Absence start type to **Full day**
- Change Absence end type to **Full day**
- When you change to More than one day an Absence end date is displayed
- **Remove** this end date and key in Expected end date of absence
- Save

Sickness absence details Mr David Test

▼ MENU ↺ 🖨️ 📎

Sickness period

Sickness period* More than one day ▼

Absence start

Absence start date* 31/10/2022 📅

Absence start type Part day ▼

Hours absent 04:00

Absence end

Absence end date 31/10/2022 📅

Absence end type Part day ▼

Hours absent

Expected end date 📅

Absence

Absence type* Sickness ▼

Absence reason* Accidents, Incidents & Poison ▼

Hide absence reason ☐

Position Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)

Save **New**

This is how the entry displays after changes made.

Sickness absence details Mr David Test

Sickness period

Sickness period* More than one day

Absence start

Absence start date* 31/10/2022

Absence start type Full day

Absence end

Absence end date

Absence end type Full day

Expected end date 04/11/2022

Absence

Absence type* Sickness

Absence reason* Accidents, Incidents & Poison

Hide absence reason ☐

Position Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)

Save New

Only complete the Absence End Date when the employee has actually returned to work

Example 4: Part day Absence – PM

Employee contacts you and advises they have to go home due to illness – entry should be keyed in as follows:

More than one day is the Sickness period as you cannot be sure employee will return the next day

- Sickness period is **More than one day**
- Absence start date
- Absence start type - Half day PM
- Key in Hours absent
- Expected End date
- Absence type Sickness or industrial injury
- Absence reason – Choose from drop down list
- Save

Sickness absence details Mr David Test

Sickness period

Sickness period* More than one day

Absence start

Absence start date* 02/11/2022

Absence start type Half Day - PM

Hours absent 03:00

Absence end

Absence end date

Absence end type Full day

Expected end date 03/11/2022

Absence

Absence type* Sickness

Absence reason* Accidents, Incidents & Poison

Hide absence reason ☐

Position Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)

Save New

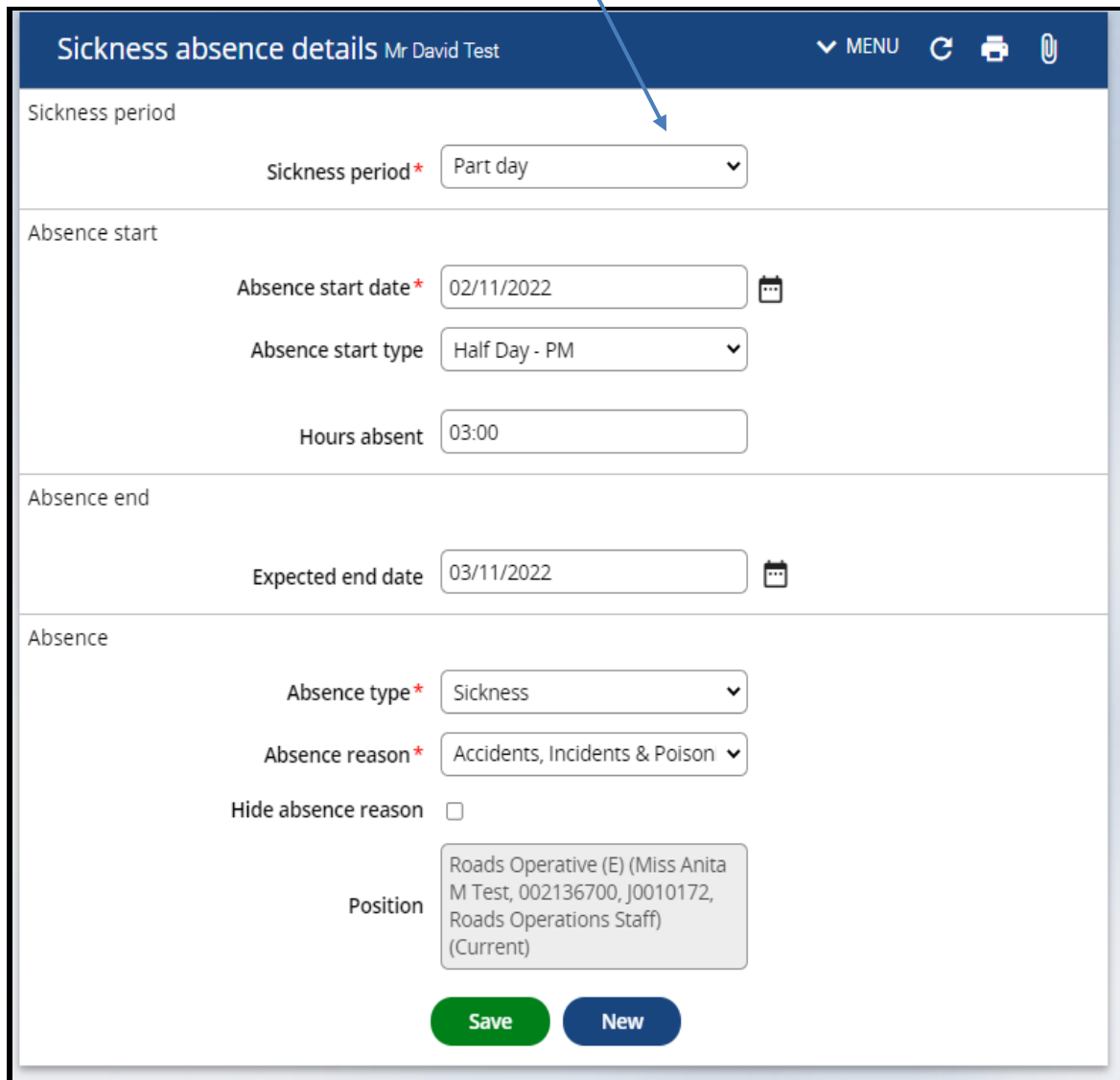
Employee **does not return** to work next day – key in Absence end date when they do return.

But employee **does return** to work the next day so was only a Part day PM absence

Go back into entry (above)

- Change Sickness period to **Part Day**
- Save

You do not have to enter an Absence end date as employee sickness absence is ending on the same day



Sickness absence details Mr David Test

▼ MENU ↺ 🖨️ 📎

Sickness period

Sickness period* **Part day** ▼

Absence start

Absence start date* 02/11/2022 📅

Absence start type Half Day - PM ▼

Hours absent 03:00

Absence end

Expected end date 03/11/2022 📅

Absence

Absence type* Sickness ▼

Absence reason* Accidents, Incidents & Poison ▼

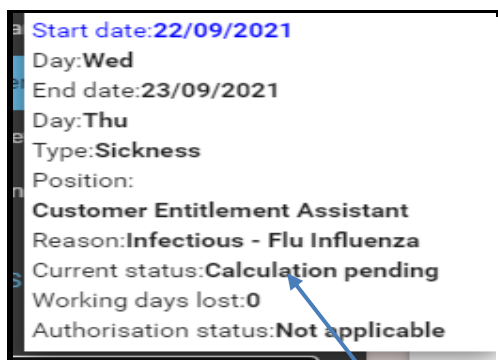
Hide absence reason ☐

Position Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)

Save **New**

Calculation pending

When you hold the mouse over the keyed absence in the side panel a white box is displayed



Current status – “Calculation pending”

This is a Payroll function that is run each month prior to payroll completion.

When this is run it updates employee’s absence entitlement -working days lost will display 0 until this process is complete.

Working days lost

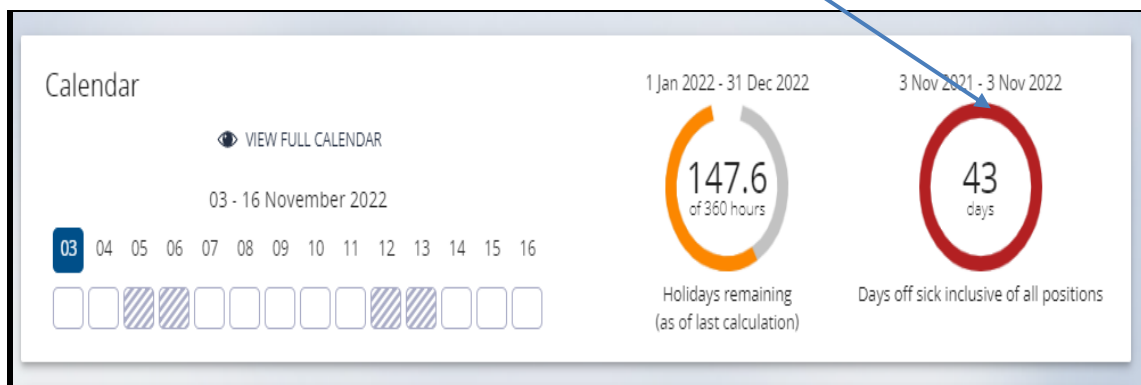
Working days lost is not the number of days employee has been absent – it is the number of absence days left until sick pay entitlement expires.

The number of days will change each time a calculation is run (Payroll run a calculation each month)

Current status on card changes to “Processing complete” when updated by Payroll.

Total number of sickness Absence days per employee for a rolling year

When calculation run is complete the sickness circle will update with number of days employee has been off sick within a rolling year.



Retrospective absence

You should not key in a sickness absence with an end date (emails do not trigger)

If it is not possible to key in absence when employee contacts you, and you can only key in absence when they return from absence please do as follows:

- Enter Absence as above
- Save
- Go back into absence entry and key end date
- Save

Warning messages

Warning messages may appear at top of sickness absence entries.

An example of a warning message you may receive is that the absence overlaps with another absence (in this example it is for unpaid leave for 26/08/20) as there is not an absence end date in the sickness absence entry yet, the system is presuming employee is still off sick at this date.

If employee sickness is going to continue for these dates, the entries for Other Absences should be deleted by you in People Manager.

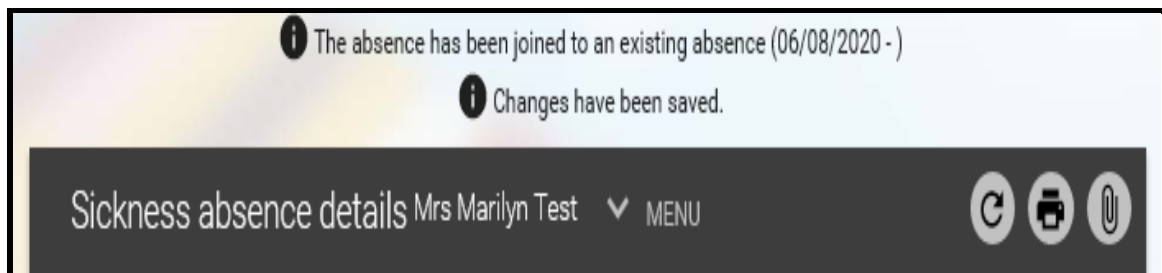


Employees with more than one post

If you enter an absence for one of your employees who has another post with a different service you may receive a warning message when you enter the absence.

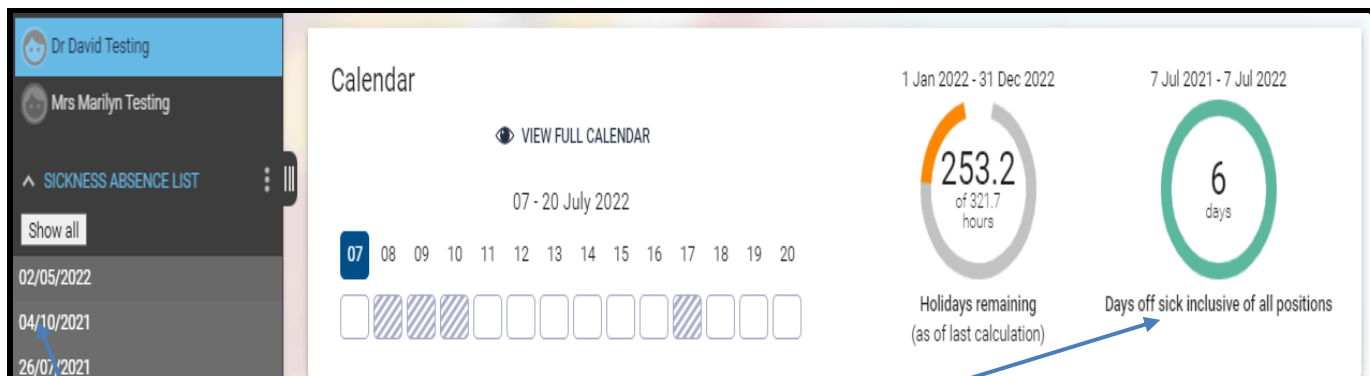
It is advising you that the absence has been joined to an existing absence for the same date (reporting manager for the other post has also keyed in an absence for these dates)

You should not be able to enter any absence for their other post(s) if the posts are in a different service.



Employees sickness absences in a previous post

Reporting managers can see sickness absences for employee who was in a previous post.



- Click on Days off sick inclusive of all positions
- List of all absences displayed on left hand side

Amending a sickness absence entry

To amend a sickness absence date

- Choose new dates from calendar
- Save

Sickness absence details Mrs Marilyn Test MENU

Sickness period
Sickness period More than one day

Absence start
Absence start date 06/07/2020
Absence start type Full day

Absence end
Absence end date 12/07/2020
Absence end type Full day
Expected end date

Absence
Absence type Sickness
Absence reason Accidents, Incidents & Poisoning - Fr
Hide absence reason ☐

Dates have been changed

Employee will receive an email if a start date or end date is changed

Warning message "You may need to recalculate this absence is for Payroll use only"

Changes have been saved.
⚠ You may need to recalculate this absence.

Sickness absence details Mrs Marilyn Test MENU

Delete a sickness absence entry

If a sickness absence entry is to be deleted you will need to email Payroll requesting that this is to be done.

payroll@westlothian.gov.uk

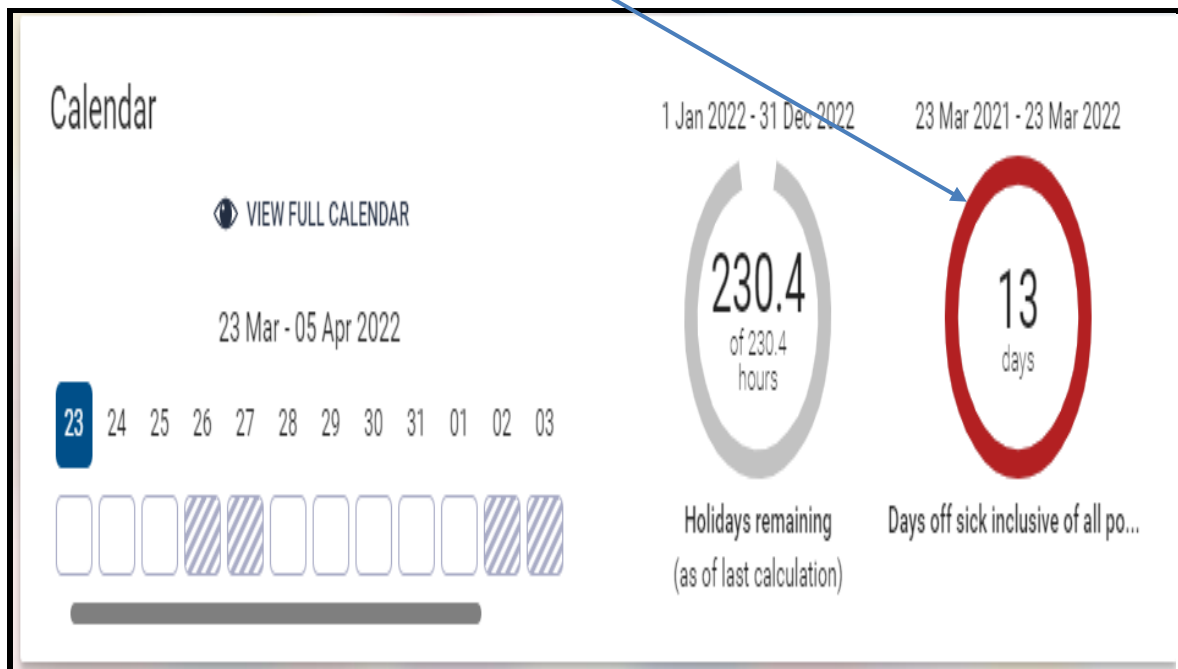
Reporting managers do not have access to delete sickness absence entries.

Sickness absences for employee who previously reported to a different manager and was in another position

You can view the number of days an employee was absent due to sickness in the sickness gauge on the employee summary page.

This will display number of days absent for a 12-month period only.

Example: This employee has had 13 days in total sickness absence for all his positions for the period 23 March 2021 to 23 March 2022.



If you require a breakdown of the number of absences an employee has had please contact sicknessabsence@westlothian.gov.uk

Keying absences for employee who reported to another manager when absences occurred.

New reporting managers can key in missed sickness absences for one of their reportees who reported to another manager at that time.

Sickness Absence Triggers

Long term triggers

As soon as an employee's absence hits a trigger level at:

4 weeks – 3 months – 6 months – 9 months you will receive an email notification.

Please follow the necessary actions to be taken as advised on email notification

Example: Email notification

Dear Manager,

Due to their ongoing absence this employee has reached the corporate action trigger point under the Supporting Attendance at Work Policy. As the Line Manager, can you please arrange to meet and discuss the absence with the employee and complete the necessary paperwork, unless you have already done so.

Templates for the invite and outcome letters can be obtained on my toolkit at this link <https://www.westlothian.gov.uk/article/33201/Supporting-Attendance-letter-templates>

You are required to confirm what action you have taken as a result of this trigger can you please email absence@westlothian.gov.uk with the action taken and the date that this was taken on (including any relevant paperwork).

If you have any issues please contact your HR Adviser to discuss further.

Regards

Other Absence

Employees can request the following leave in myHR

- Career Break
- Other Paid Leave (Special Leave)
- Other Unpaid Leave

When employees make a request you as their reporting manager will receive an email notification advising that you have a task to action (authorise/not authorise) in People Manager.

Please refer to “How to process a task in my to do list “page 54.

Please refer to the council’s policy on [Family Care and Special Leave](#) before authorising requests.

Amend Other Absence request

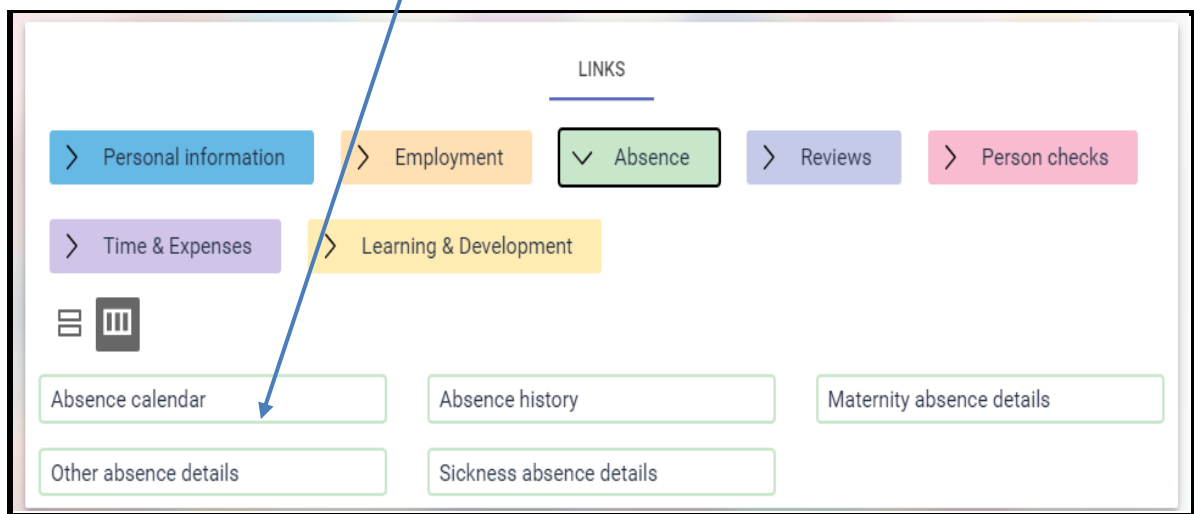
Employees can amend a future dated authorised request.

When an amended request is made a new task will be in your task list for amended date(s).

Reporting managers can amend a retrospective dated request that has been authorised. There will not be a task for this in your task list because you have made the change in People Manager.

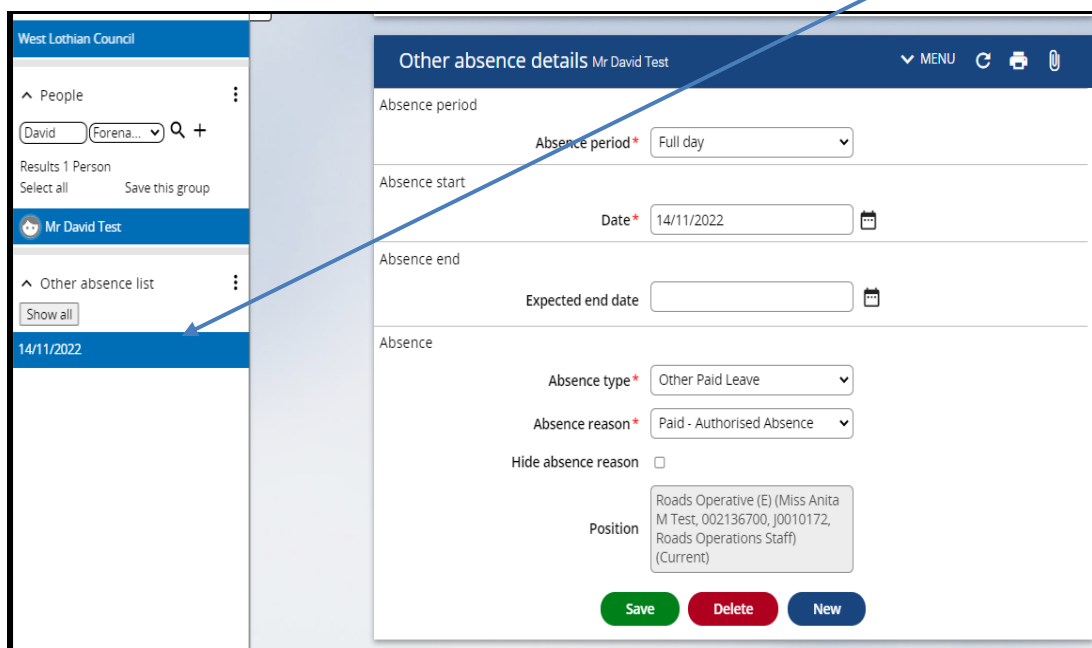
How to amend an Other Absence request in People Manager

Click on Other absence details tab



Search for employee (in side panel)

Employee's Other absence requests can be accessed in side panel – Click on date to be amended.



Make amendments e.g. Date

Save

Employee will receive a notification email

Reporting manager will receive a notification email – but there will not be a task in reporting managers task list because reporting manager has made the amendment.

Delete Other absence request

Future dated authorised request

- Employee can only delete a future dated authorised request in myHR
- Reporting manager can delete a future dated request in People Manager (Awaiting Authorisation or Authorised)
- Employee and reporting manager receive notification emails re deletion.

Delete Other absence request

Retrospective dated request

- Employee cannot delete a retrospective request
- Reporting manager can delete a retrospective dated request in People Manager (Awaiting Authorisation or Authorised)
- Employee and reporting manager receive notification emails re deletion.

How to delete an Other Absence request in People Manager

Click on Other Absence tab

Search for employee (in side panel)

Employee's Other absence requests can be accessed in side panel – Click on date to be deleted

The screenshot displays the 'Other absence details' page for Mr David Test. The interface is divided into a side panel and a main content area. The side panel on the left shows a search for 'David' and a list of absence dates, with '03/10/2022' highlighted. The main content area shows the details for this date, including absence period, start/end dates, type, reason, and position. At the bottom are 'Save', 'Delete', and 'New' buttons.

Other absence details Mr David Test	
Absence period	Absence period * Full day
Absence start	Date * 03/10/2022
Absence end	Expected end date
Absence	Absence type * Other Paid Leave Absence reason * Paid - Bereavement Leave Hide absence reason <input type="checkbox"/> Position Roads Operative (E) (Miss Anita M Test, 002136700, J0010172, Roads Operations Staff) (Current)
<div>Save Delete New</div>	

Click Delete (will be removed from your task list if request is still awaiting authorisation)

Save

Issues:

1. Employee submits an Other absence request – they receive a warning message “This absence overlaps with the following existing absence e.g. 31/08/20 – Sickness”
 - This indicates that their reporting manager has not entered an end date in their sickness absence entry
 - Employee to contact their reporting manager
 - Reporting manager is required to enter end date and will now be able to action Other absence request in their task list.
2. Employee has already submitted an Other absence request prior to going off sick but is still absent on request date.
 - Reporting manager should delete this request in Absence – Other Absence
 - If this task is still in reporting managers task list waiting to be actioned it will disappear from reporting managers task list when it is deleted

Please note

If employee clicks the Save button again on an Other absence request they have already saved, it generates another email and a task for you in your To do list

You will have two tasks for the same absence.

The system thinks that an amendment has been made to the original request.

Authorise one task (if applicable) and Not authorise the other task.

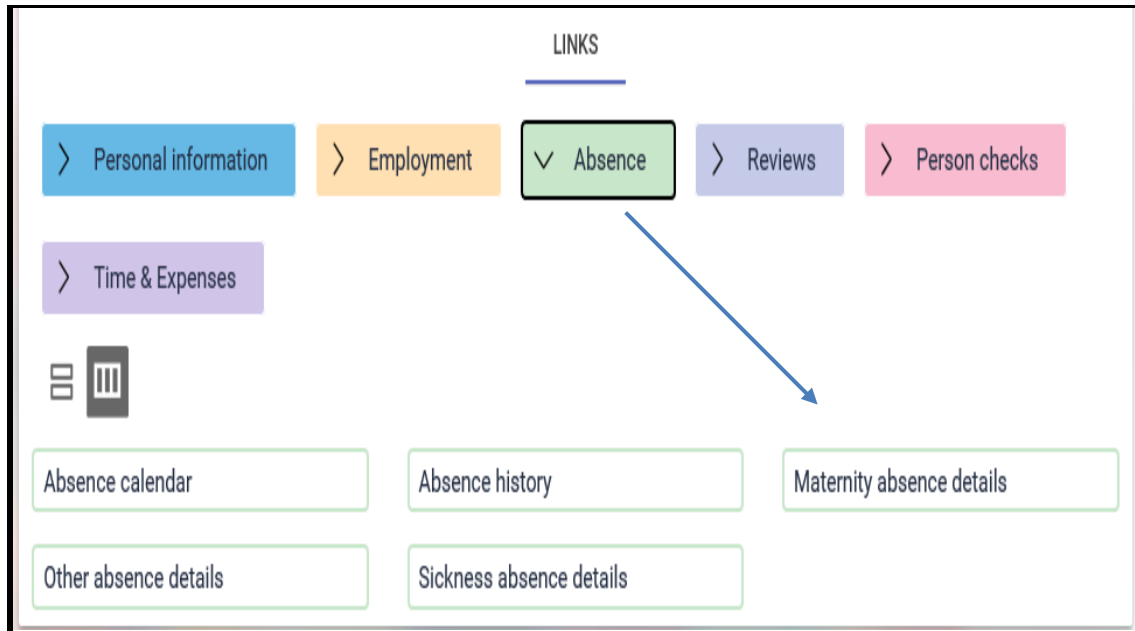
There will only be one entry in employees record and they will only see one request in myHR.

Employee will receive an email saying the request has not been authorised but this will just be for the second request.

Maternity absence details

Reporting managers can only view their reportees maternity absence details.

To do this click on Maternity absence details.



Reporting managers will receive an email to remind them that if they have been notified by employee with a return date to work they must contact hrsupport@westlothian.gov.uk to ensure that the Maternity Leave has been ended and employee's salary will be processed correctly.