People Manager

Case Management

November 2022

Case Management / People Manager

Cases created by HR

The vast majority of cases will be created by HR.

When HR create a case, this triggers an email to you as the reporting manager to prompt you that you are required to complete the necessary information for that **specific** case.

To add this information, you need to access the screen via UDF Details (User Defined Field)

For details on how to add this information and accessing the various User Defined Field details screen (User Defined Fields) for specific cases, please refer to relevant case type (examples of each case type can be found further on in this guide)

Each case in Case Management contains a different set of data fields that require populating.

Cases required to be created by Reporting Manager

- SAAW Trigger
- SAAW Reasonable Adjustments
- SAAW Stress Action
- Flexible Working cases

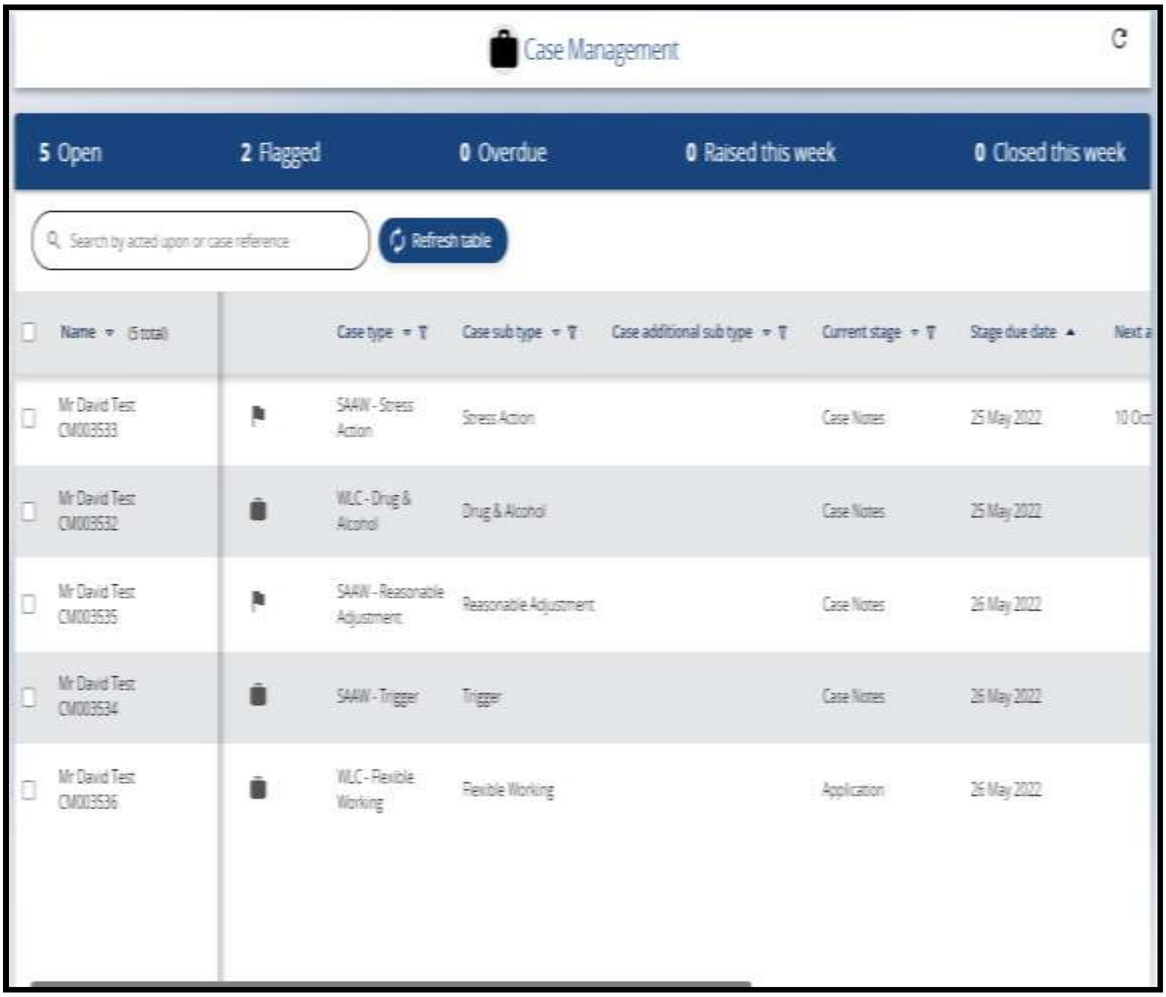
Creating a new Case

Log into People Manager and click on Case Management tab

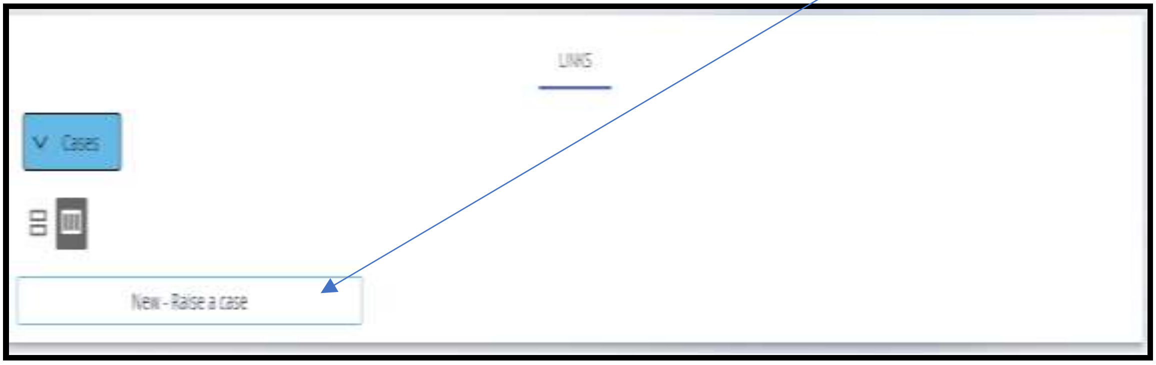
Access People manager – Case Management tab

Case Management summary page is displayed

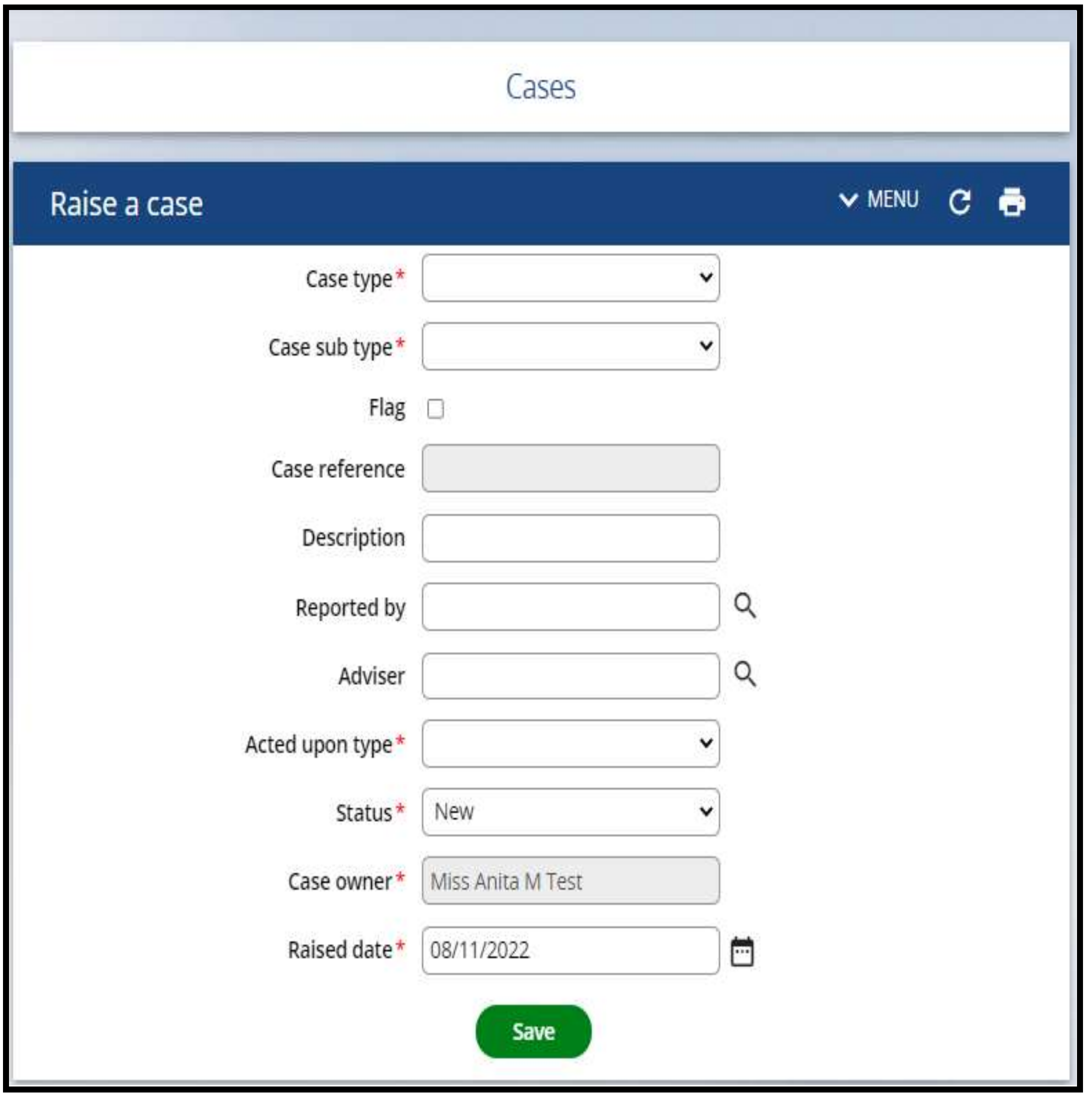
Here you will see a list of cases you have either created and have access to.



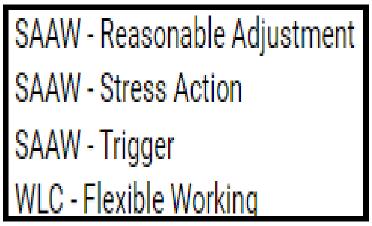
To create a new case, scroll to the bottom of the page and select **New – Raise a Case**.



This will take you to the new case details page where you are required to enter a series of details dependant on the case type.



Red asterisks indicate mandatory fields and you will not be allowed to progress further until these are completed.

- Case type - select relevant case type from drop down list 

- Case sub type – select from drop down

- Flag – leave blank

- Case reference - will create automatically (you will not be permitted to enter anything here)

- Description - enter brief details of the case

- Reported by – click on magnifying glass then search and click on your own name

- Adviser – click on magnifying glass then search and click on the details of your HR Adviser

- Acted upon type – choose from drop down e.g. person

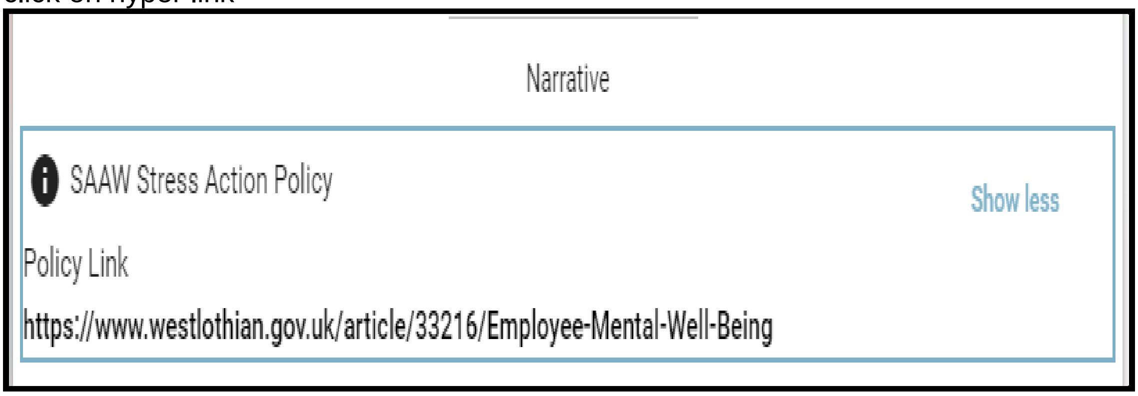
- Acted Upon – click on magnifying glass then search and click on employee details

- Status – Automatically defaults to “New”

- Case owner – automatically defaults to the person who is logged in and raising the case

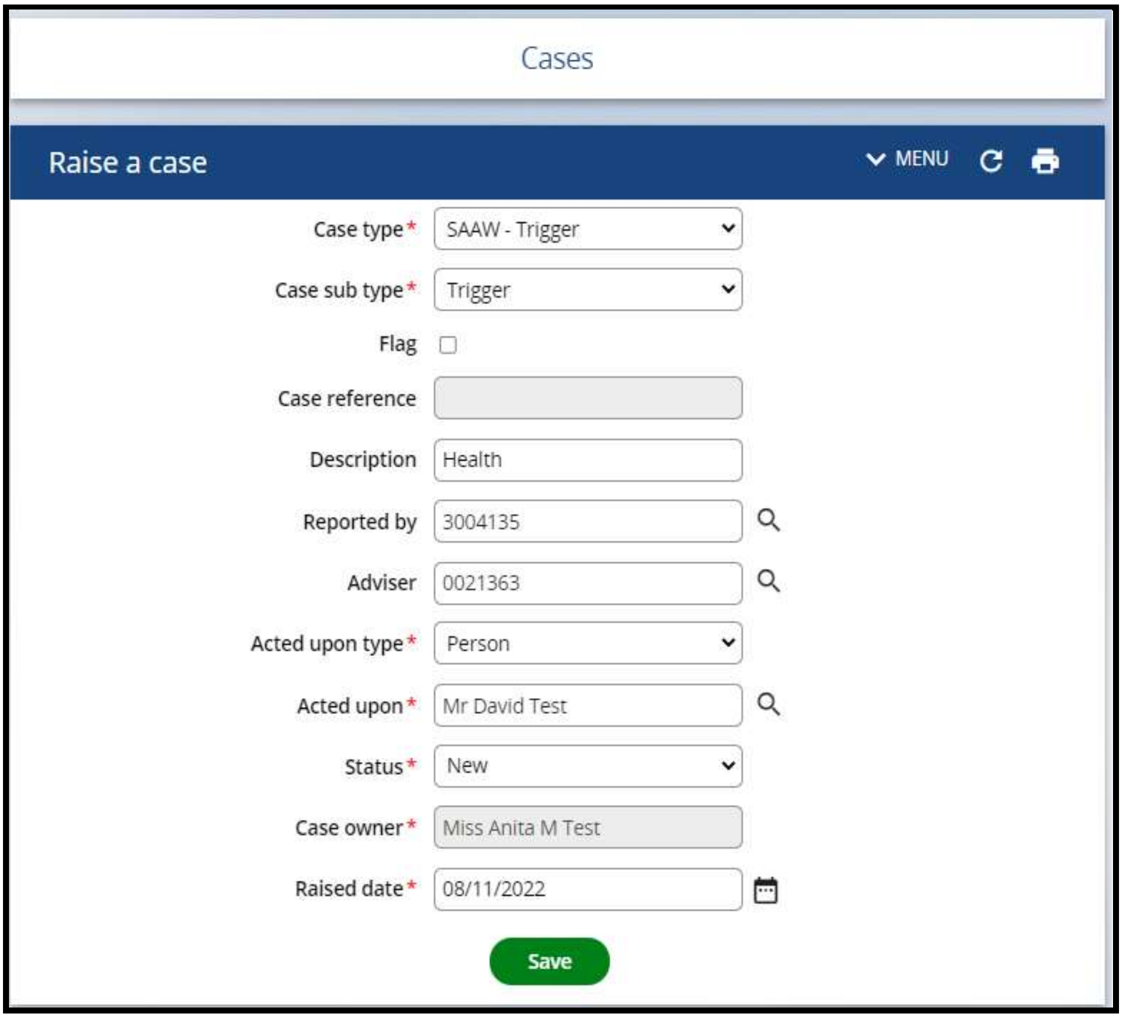
- Raised date – automatically defaults to today’s date

- Narrative – (**Only if a policy exists for a type will this display**) to view other policies click on hyper link



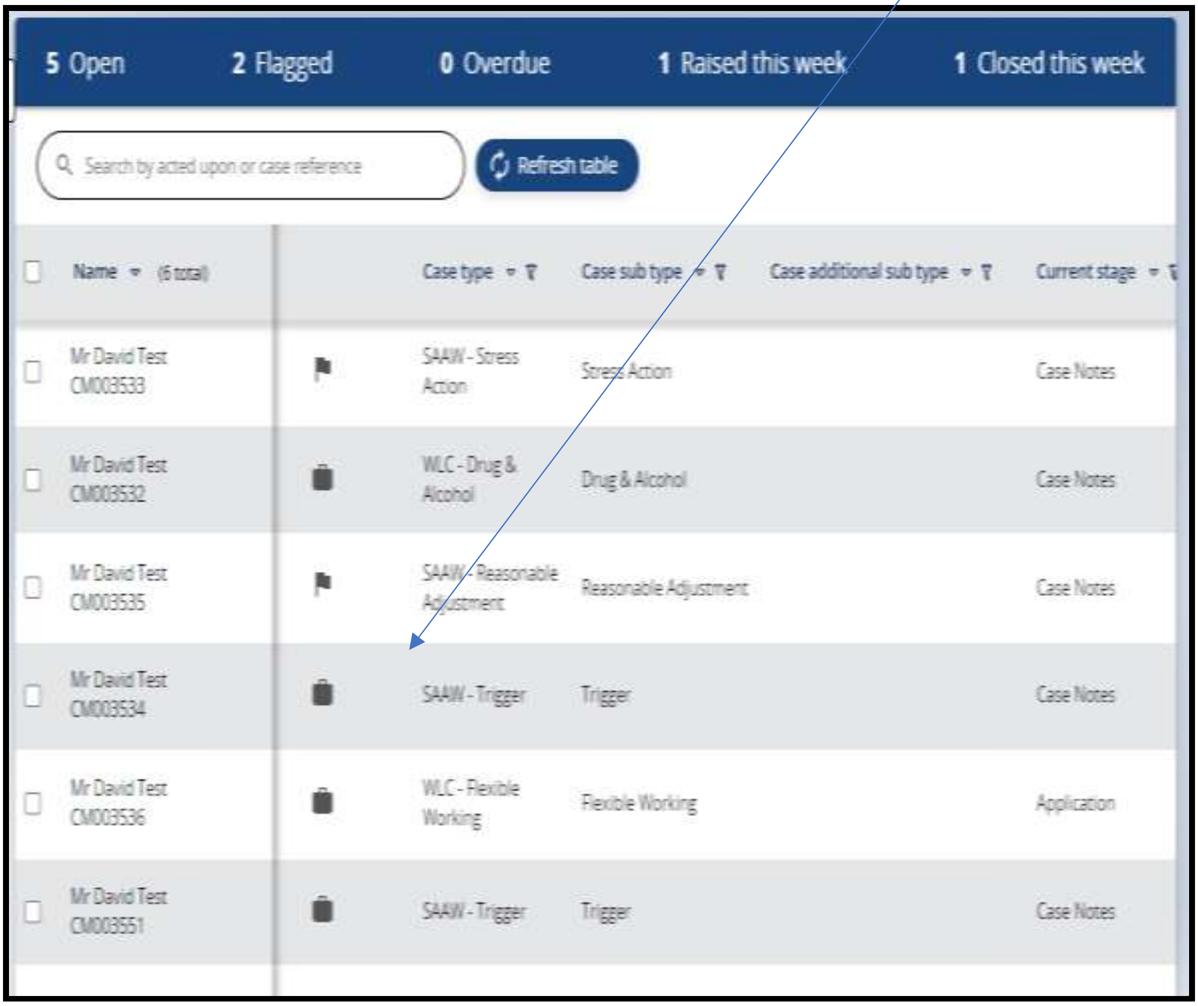
- Save

Example: Raise a Case completed form



If you do not wish to progress once started or have accidently opened the screen, you can click on Cases (top of screen) if you wish to return to the Case Management summary page

When you click **Save** it takes you to Case Management page and case will be displayed



Case owner

Only the reporting manager should raise a case for one of their reportees.

If reporting manager delegates another person to raise a case (who has People manager access) this person will not be able to access the case as the employee does not report to them.

Error message is displayed when they try to do this.

It also means that the reporting manager will not be able to access the case.

New Reporting manager

If there is an existing case for an employee, who then moves to another reporting manager and they wish to view the case the new reporting manager should email sicknessabsence@westlothian.gov.uk requesting that the case owner be changed to the new reporting manager.

Actions taken (Case)

Information required

Every case created requires information to be added to the case.

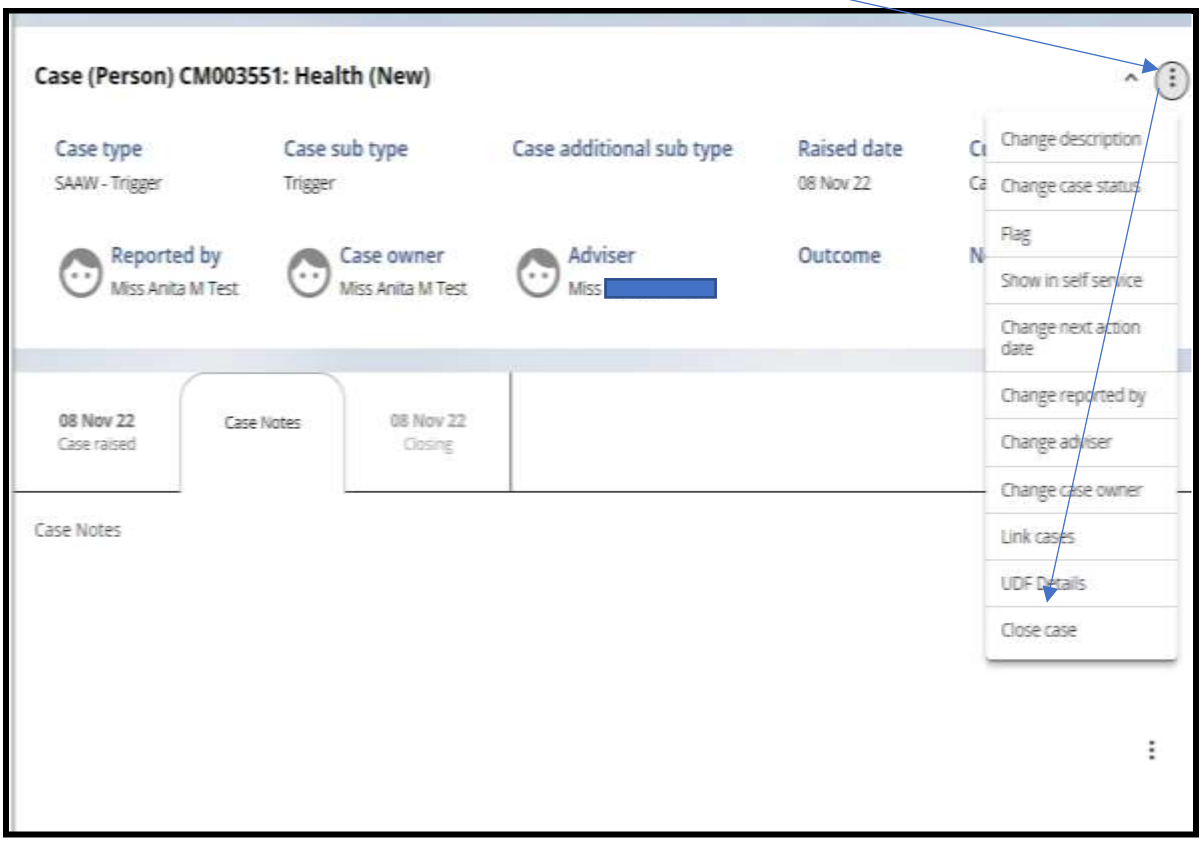
Each case type has a specific user defined fields form (**UDF's**) it is in this form that information should be added to the fields, the information required is dependent on the case type.

For guidance on what these fields should contain, refer to the relevant case type (examples of each case type can be found further on in this guide).

Some cases created by HR will require information to be added to case by the reporting manager.

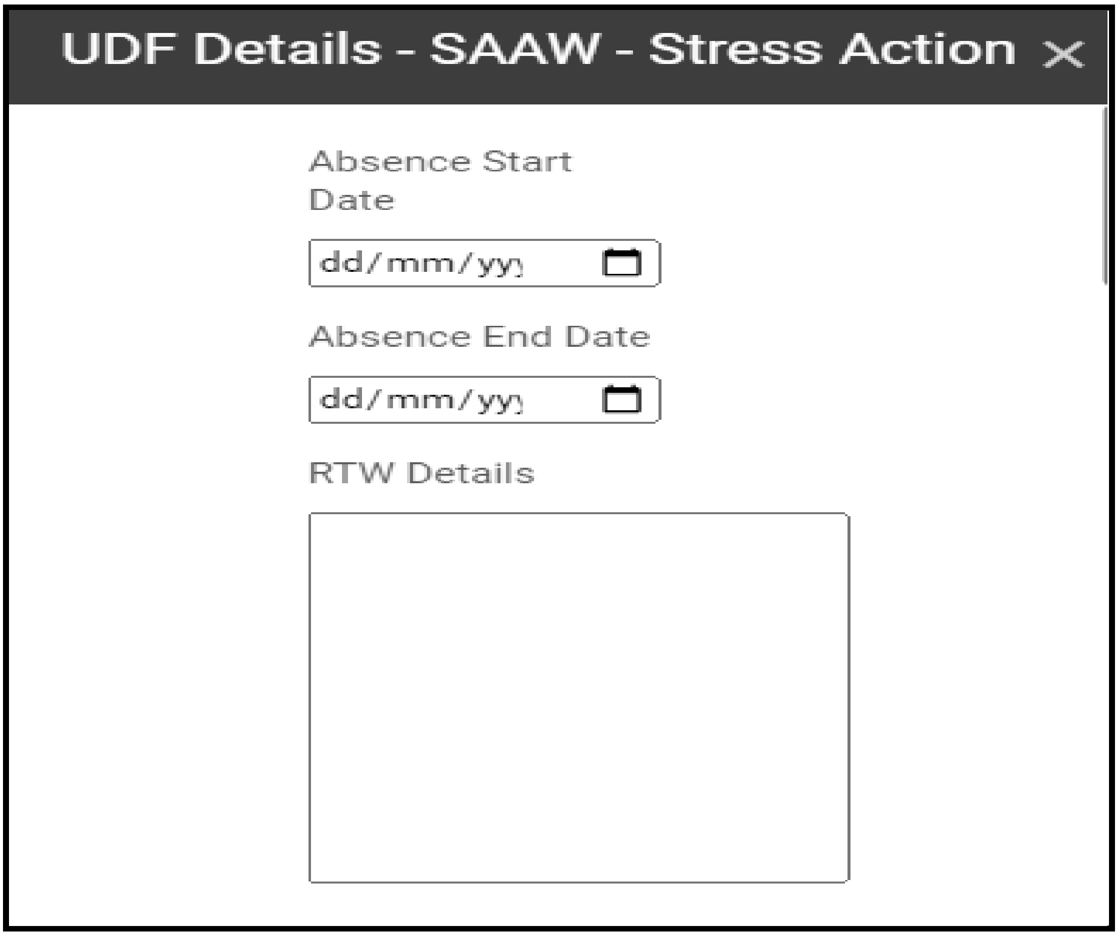
Access UDF form

To access UDF details, click on the three dots and from the menu select UDF Details.



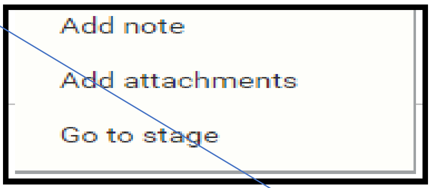
This will take you to a pop-up screen to enter information in the appropriate field's (fields to be populated are dependent on case type).

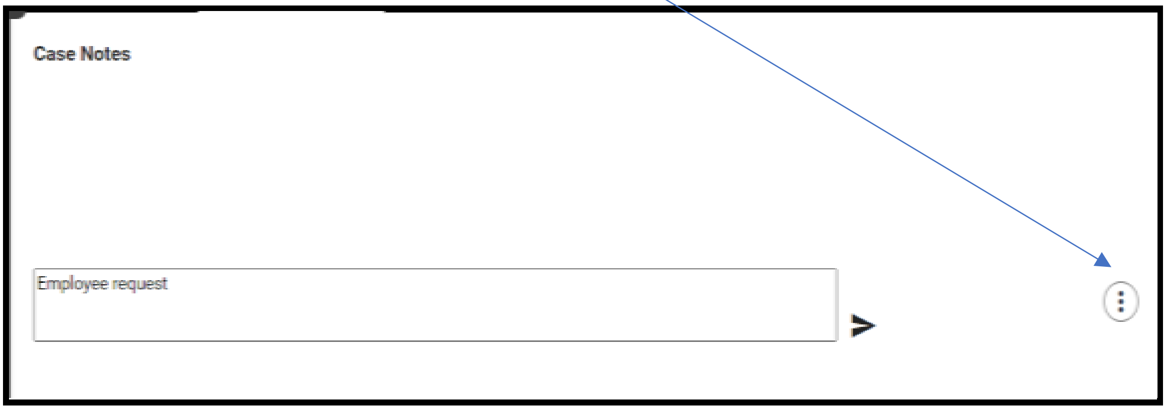
Example: Stress Action case



Case Notes

If you wish to add notes to the case

- Click on Case to open Case notes
- Click on three dots (bottom of screen)
- Choose Add notes 



- Add note
- Click on  to save note

Please note, all case notes will be automatically time stamped and show the case owner details once saved.

These notes cannot be amended or deleted so be careful what details are entered here as the employee could have access to review at some point.

Add attachments

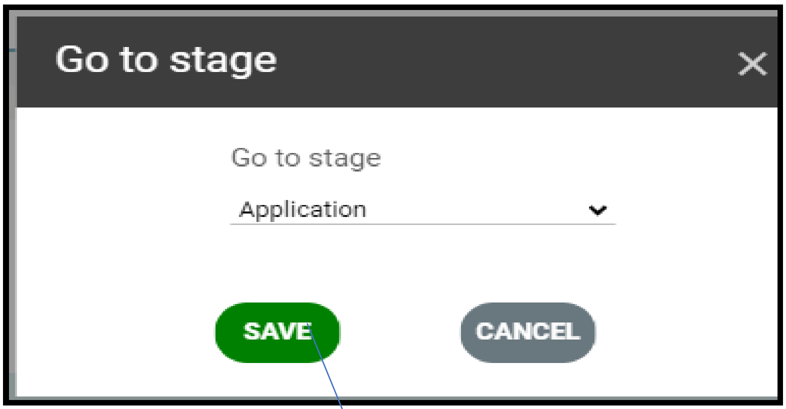
You will see there is an option to Add attachments <u>please do not save</u> any documents on iTrent.

Please continue to save files in the employees Objective Folder.

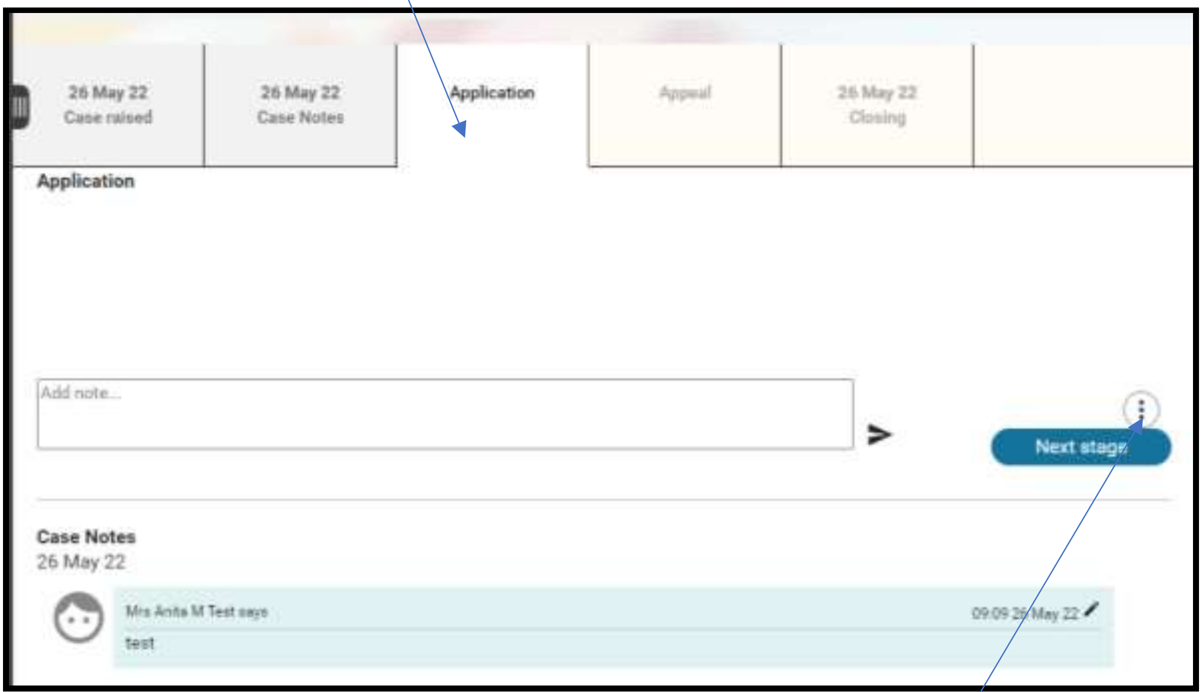
Go to next stage

There may be more than one tab displayed in the case depending on the case type e.g. Flexible Working has two tabs Application & Appeal but the functionality is the same to record notes in each tab.

If there is more than one tab to add in notes, scroll to bottom of page and select “next Go to stage” next stage is displayed **- Save**

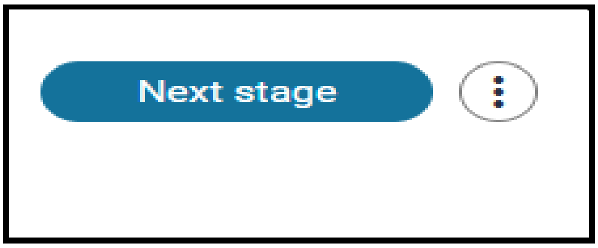


This will automatically take you to the next tab populating with today’s date and making the tab live.

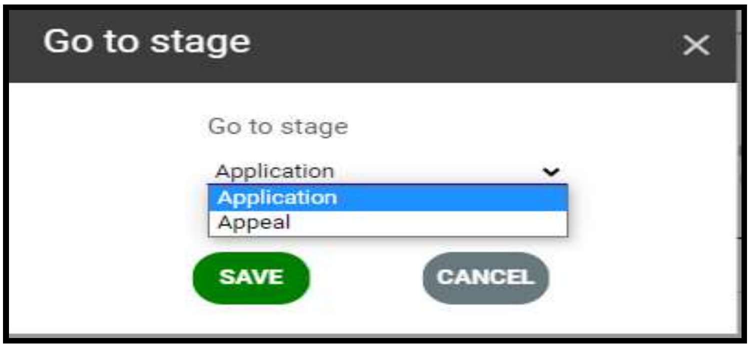


To enter case notes in this tab, click on the three dots next to the next stage button and select add note.

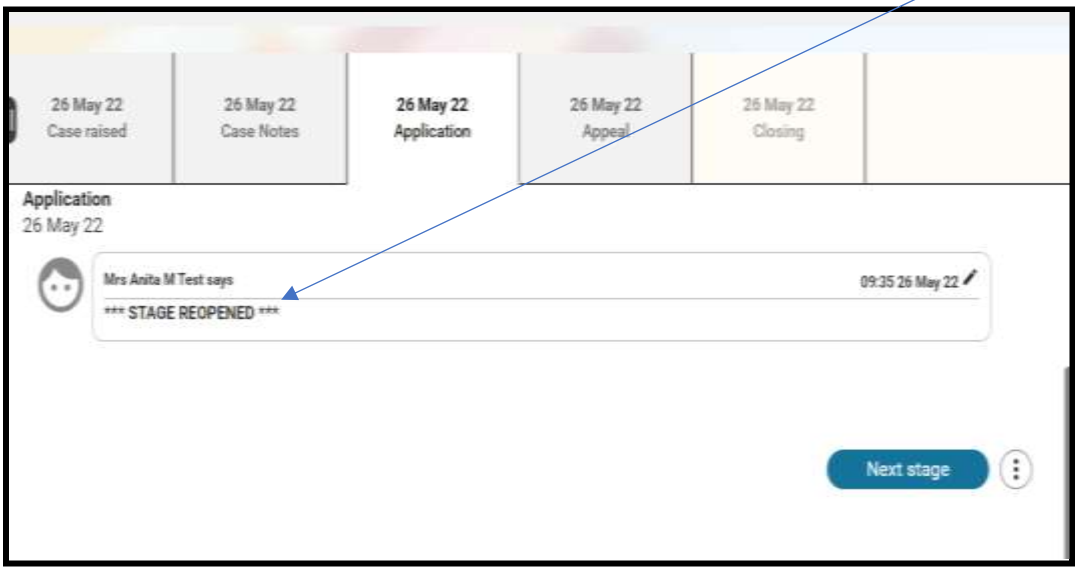
If a tab isn't live (dated) you can use the "next stage" function to make the next tab live.



If you wish to skip tabs, at the next stage button, click on the three dots and select Go to stage choose relevant tab from drop down list - SAVE.



This will automatically take you to the tab and make it live for future navigation.



To navigate back and forth between live tabs, you can just click on the tab you wish to access and view notes.

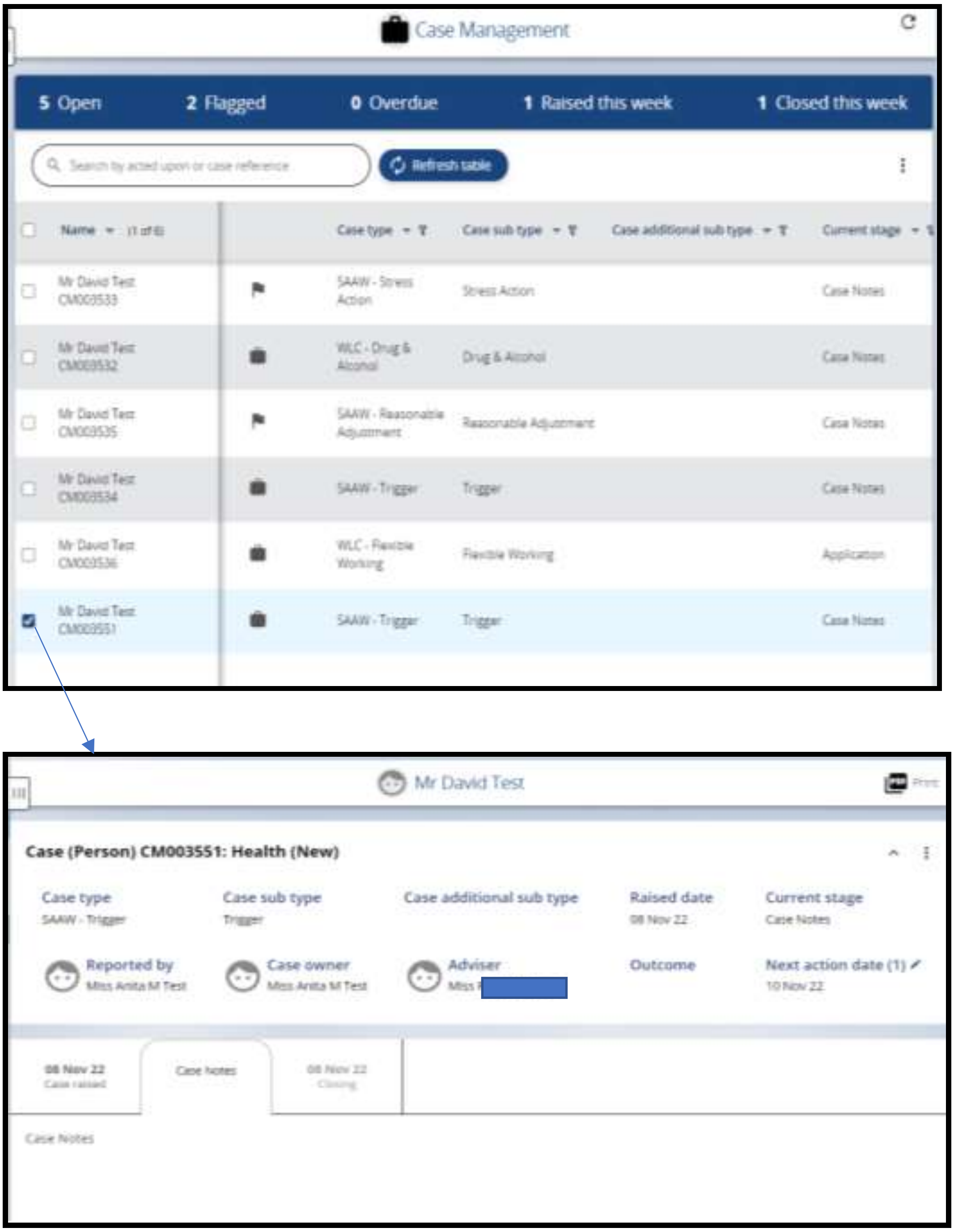
View existing case

If the case has already been created, you will only need to select the case to view and amend.

All cases that you have permission to view/amend will be displayed in the Case Management summary page.

Scroll or using the search functions as details in the section Search for a case.

When you have found the case click on the case, this will take you to a case details page (see image below) that contains all the case details.

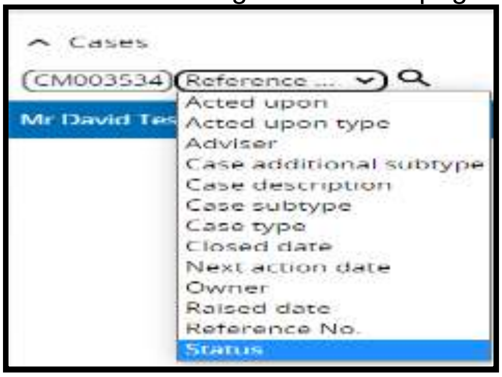


Search for a Case

In the Case Management summary page, a list of all relevant cases that you have access to will be displayed, click on the case to view details of the case.

If there is a large volume of cases and you wish to search for an individual case you can do this using any of the following methods:

1. Use the search facilities on the left-hand side on the case management home page selecting the most appropriate search option



2. Search by acted upon or case reference in search bar on summary screen

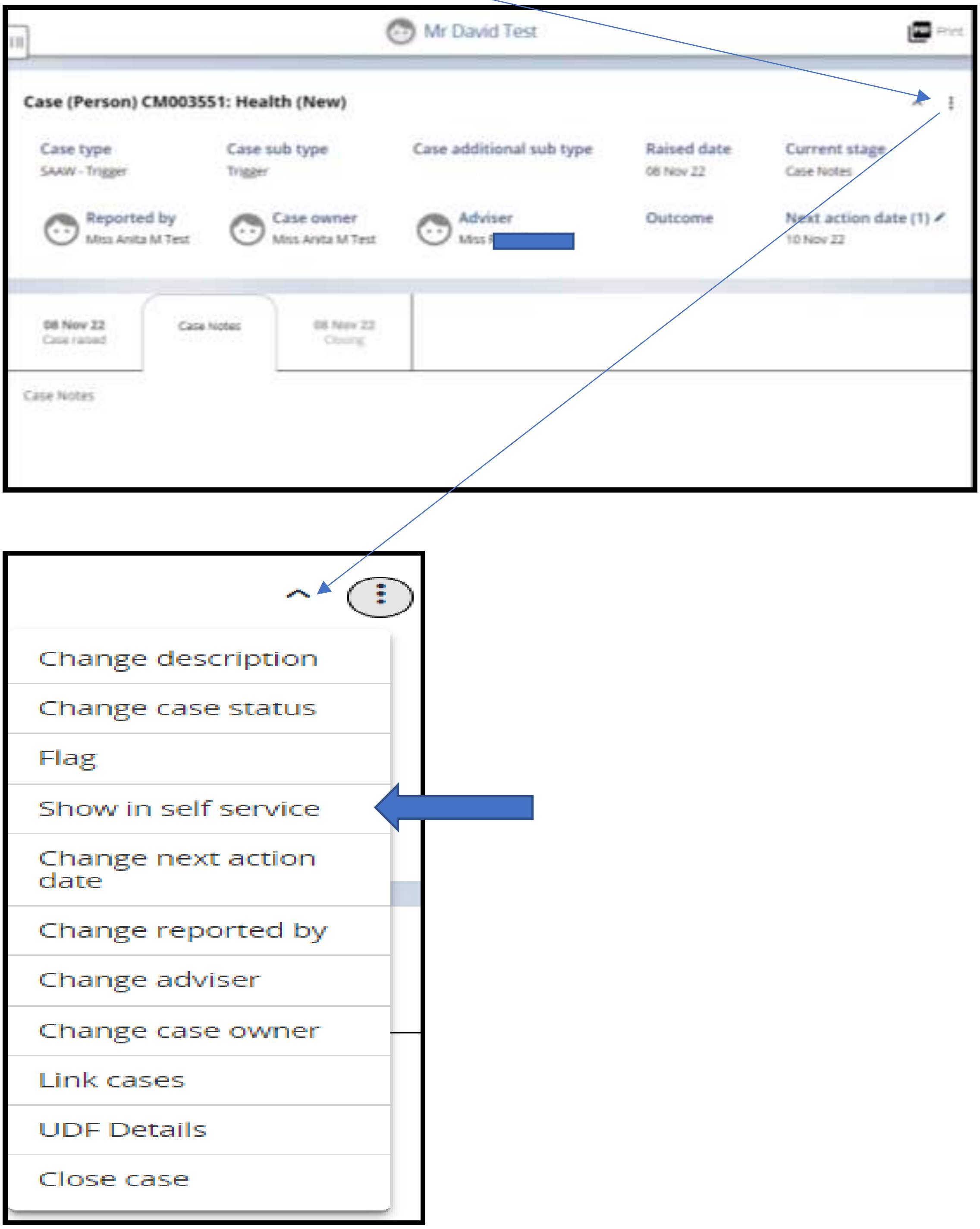
3. Clicking on the arrows beside the columns on the Case Management summary page to sort alphabetically / numerically

4. Search in the tabs at the top of the screen

Change details

To amend any details in a case

- **Click on the case**
- **Click on the three dots on page and a number of options is displayed**



<u>Please do not use “Show in self-service”</u>

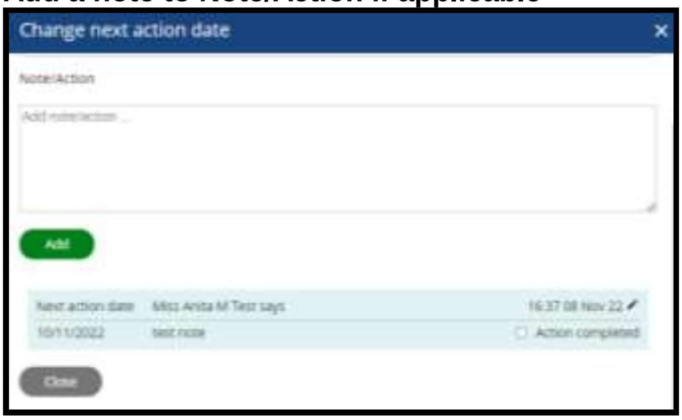
- **Click on the relevant action from the list to access the screens to view /or amend.**

Change Next Action Date

If the case isn't being closed immediately and requires further action at a later date, edit the Next Action Date.

- **Select Change next action date from list**

- **Pop up screen is displayed**
- **Enter the date you require for further action**
- **Add a note to Note/Action if applicable**



You can view this note in Next action date – top of page by clicking on pencil icon

- **Save**

Provided the case remains open at the date you have entered you will receive notification advising that further action is required.

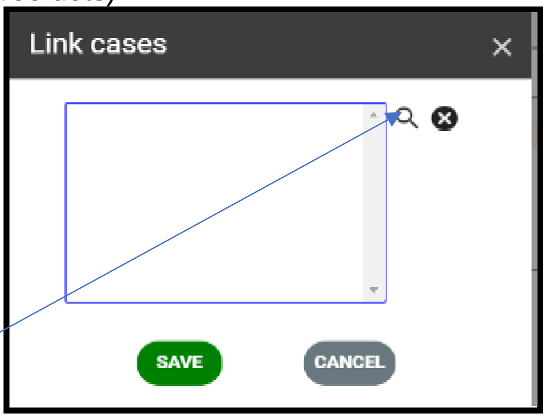
You are therefore required to log on and either update with the actions taken and amend the next action date or if all actions completed close case.

To return to the Case Management summary page, click on employee's name at the top of the case.

Link Cases

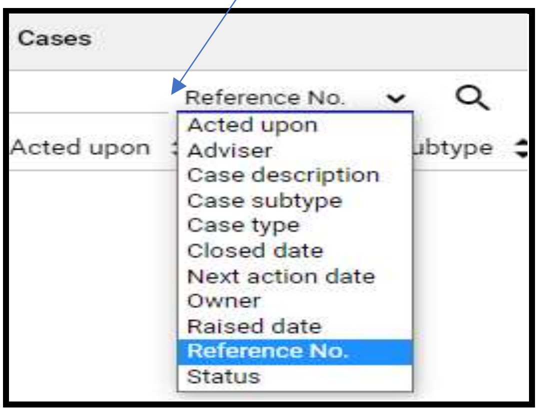
If an employee has more than one case open (e.g. a Trigger case and a Discretion case) you can link the cases together.

- Select Link cases from list (Click on three dots)

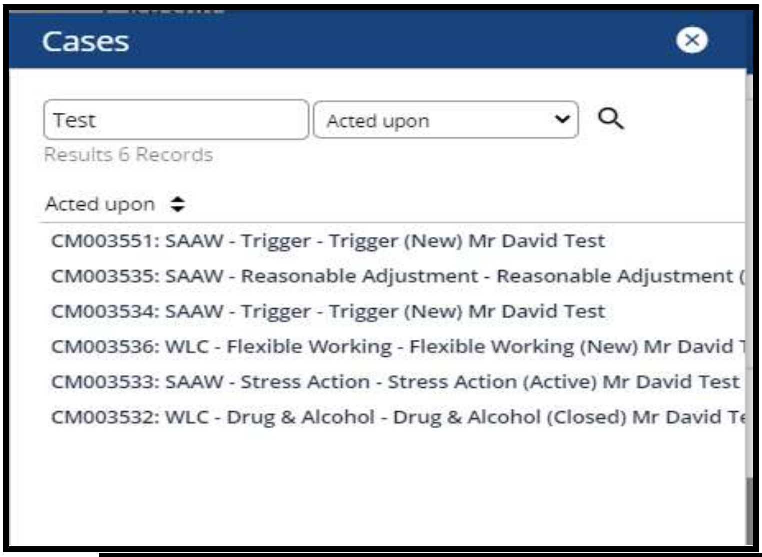


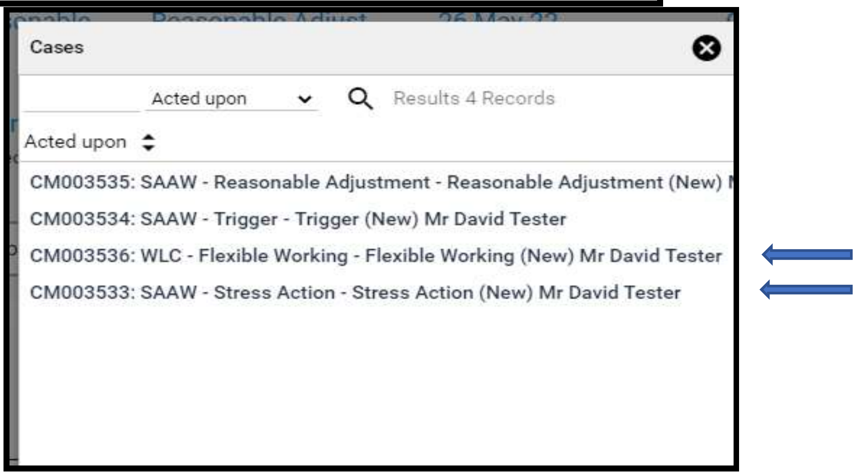
- Search for relevant employee's cases
- Click on spy glass icon

- Choose from drop down list which way you wish to search for the cases



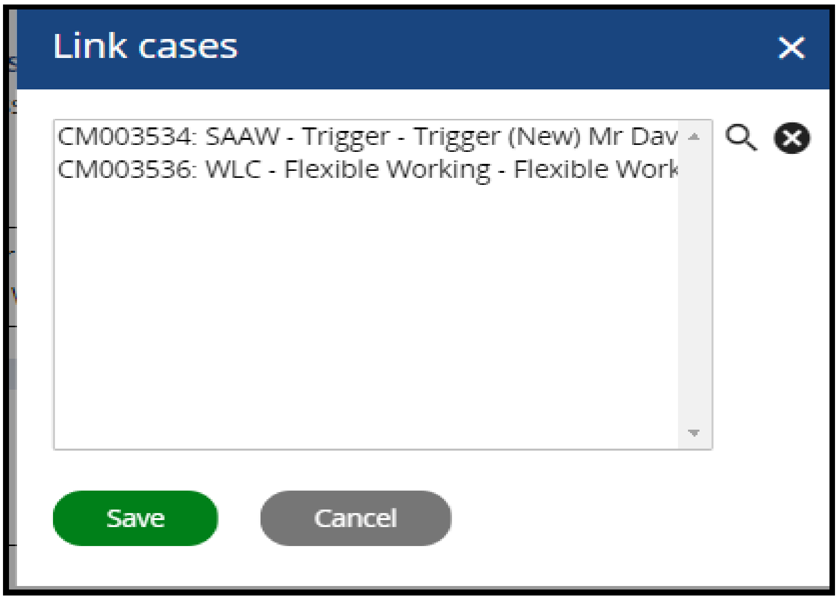
Example: searched by Acted upon (Employee)



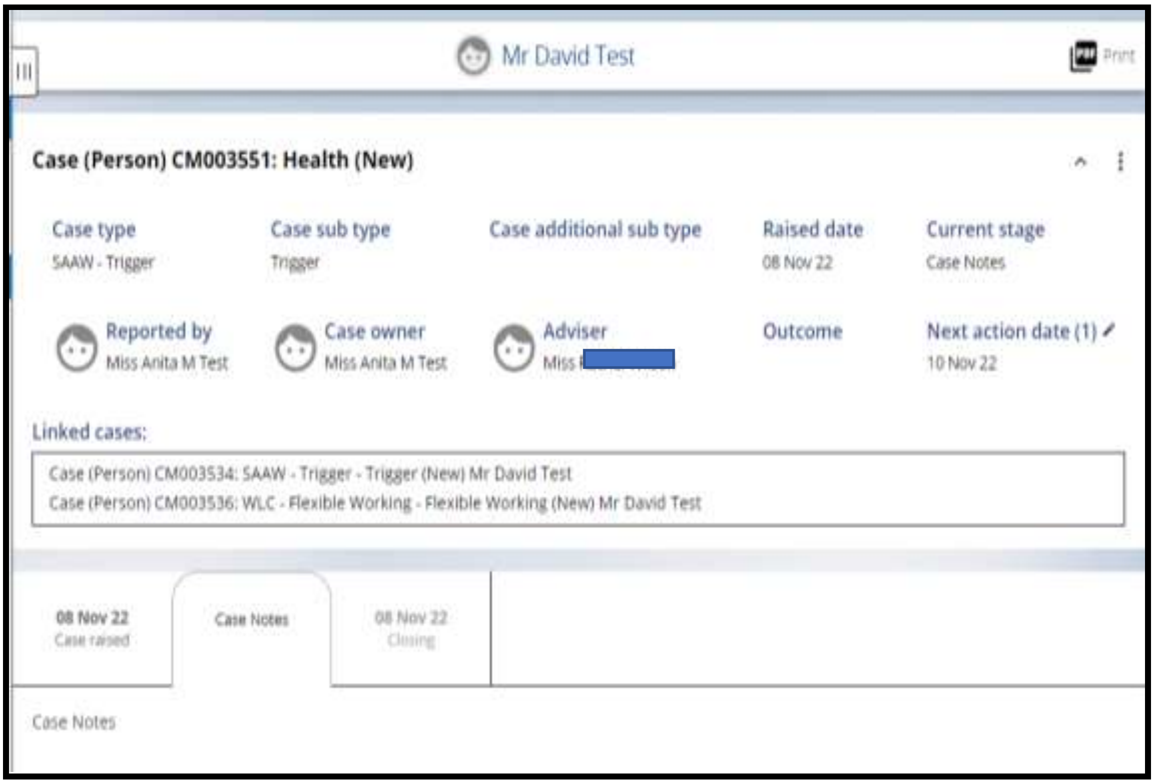


- Select cases you wish to link

- This screen is displayed



- Save



Mr David Test
Print
Case (Person) CM003551: Health (New)
Case type
SAAW - Trigger
Case sub type
Trigger
Case additional sub type
Raised date
08 Nov 22
Current stage
Case Notes
Reported by
Miss Anita M Test
Case owner
Miss Anita M Test
Adviser
Miss [redacted]
Outcome
Next action date (1)
10 Nov 22
Linked cases:
Case (Person) CM003534: SAAW - Trigger - Trigger (New) Mr David Test
Case (Person) CM003536: WLC - Flexible Working - Flexible Working (New) Mr David Test
08 Nov 22
Case raised
Case Notes
08 Nov 22
Closing
Case Notes

UDF Details

- Please refer to [**Add information to case (UDF Fields)**]

Close case

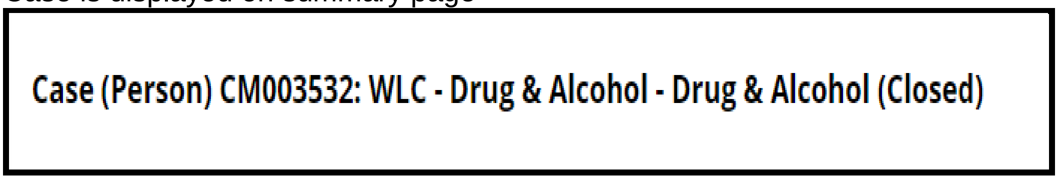
At the point when a case is closed you are required to end it

- Select Close case from list (Three dots)

- Pop up screen is displayed
- Choose Outcome of case from drop down list
- Save

This will close the case and will no longer show in active cases; however, cases can still be viewed by searching for the case on the Case Management summary page.

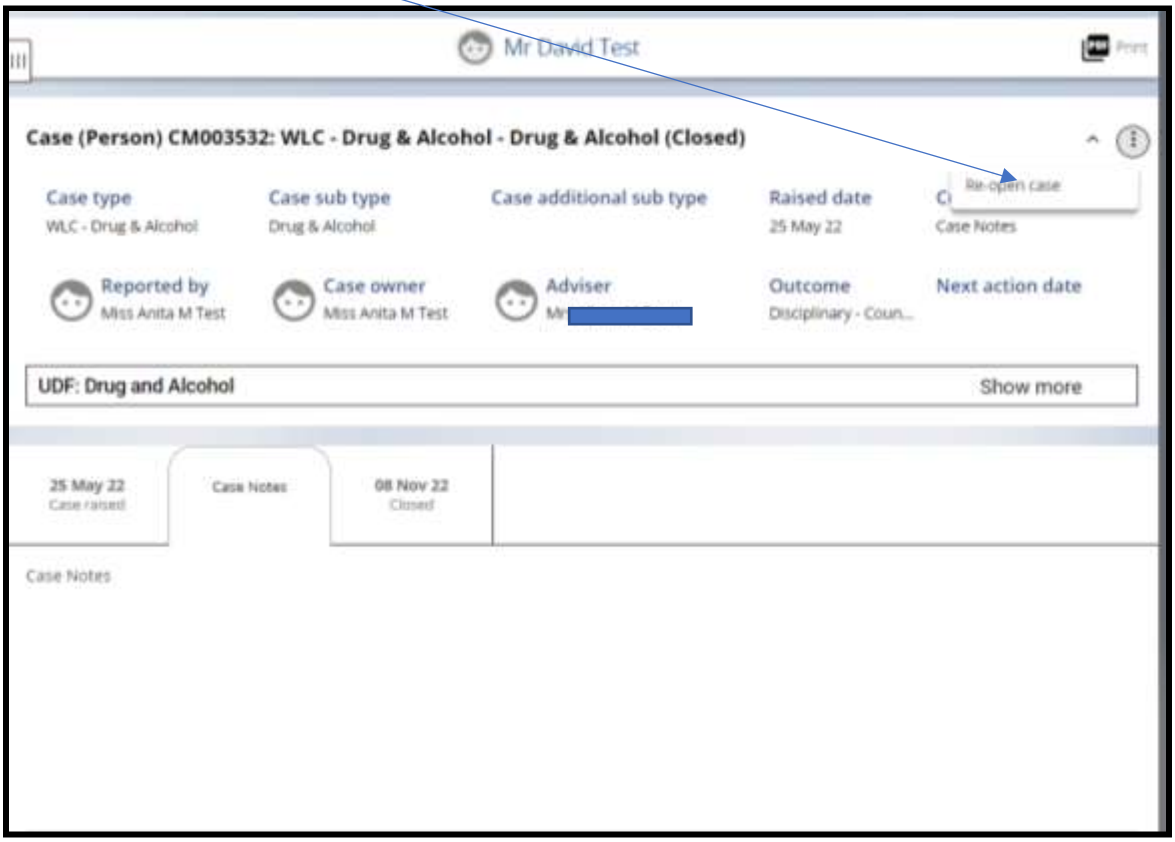
Case is displayed on summary page



Reopen case

If you wish to reopen the case

- Search for the relevant case, click on the case
- Click on the three dots on the top right-hand side on the case details page
- Select re-open case the case is now live and you can make amendments.



<u>Please remember to close again once all actions are completed</u>

Case Types

SAAW Trigger (Reporting managers)

At the point where one of your employees has reached a trigger point, or following the monthly report from HR, as reporting managers you are required to record what action you have taken as part of the Supporting Attendance at Work Policy on case management.

This includes creating cases to record any deferred action, discretion, relaxation of triggers etc, for those employees who have triggered.

- To do this please log on to Case Management and at the Case Management summary page, scroll to the bottom and select New – Raise a Case. (Guidance on how to raise a new case can be found in the **Creating a new case** section)

Add notes

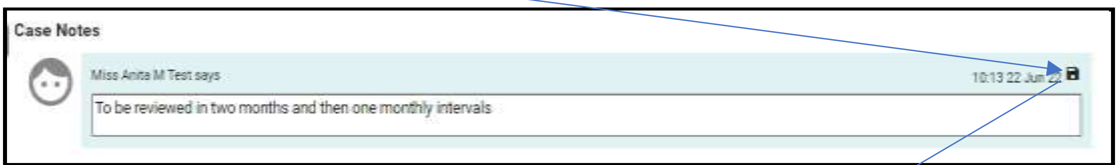
- To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

Please note, all case notes will be automatically time stamped and show the case owner details once saved.
Please be careful what details are entered here as the employee could have access to review at some point.

Amend notes

- Click on pencil icon

- Add to existing note
- Click on Save icon



To enter the UDF information for the case

- On the case details page, top right-hand side, click on the three dots which will give you a drop-down menu.
- From the menu select UDF Details which will take you to a pop-out screen.
- On this pop out screen, scroll down to enter the information required on each field.

Information required

- Number of days absent – enter the total number of days absent as advised in the trigger report from HR
- Number of occasions – enter the total number of occasions as advised in the trigger report from HR
- Action taken – from the drop-down box, select the most appropriate action you have taken in relation to the supporting attendance policy
- Date meeting held/action taken – enter the date you took the action detailed above
- Date monitoring period/discretion ends – enter the date the action is no longer valid
    - Discretion applied – if you elected to provide management discretion instead of formal policy action, select yes, HR will log the discretion case.
    - Reasonable adjustments – if you elected to provide a reasonable adjustment instead of formal policy action, select yes then complete the necessary case management for reasonable adjustments**.**

Select the **SAVE** button at the bottom to save all entries. To leave without saving select CANCEL button at bottom or click on X in right hand corner of pop up screen.
This will return you to the case details page.

- If the case requires action at a later date, you will need to amend the Next Action Date details as these automatically are left blank. (Guidance on how to do this can be found in the **Change details for a case** section**)**

Stage invite letters, stage outcome forms, absence review meetings and any OH reports (including physiotherapy) should be saved in the employee's personnel folder (in Objective) promptly.

Please remember to close case once all appropriate action has been taken and relevant timescales achieved.

- For discretions, cases should remain live until the discretion or discretion extension date has expired. (Guidance on closing cases can be found in **Close and reopen cases** section)

To return to case management home page, click on the name at the top of the case.

SAAW Reasonable Adjustment (Reporting manager)

Managers should discuss with HR Policy & Advice in the first instance before applying any reasonable adjustments to an employee.
At the point of applying any reasonable adjustment to an employee, the Reporting Manager is required to record this adjustment in Case Management.

To do this please log on to Case Management and at the case management summary page, scroll to the bottom and select “New – Raise a Case” (Guidance on how to raise a new case can be found in the **Creating a new case** section)

On creation of a case, an email will be automatically generated to the occupational health inbox, where the relevant HR Adviser will review the case.

To enter the UDF information for the case

- On the case details page, top right-hand side, click on the three dots which will give you a drop-down menu.
- From the menu select UDF Details which will take you to a pop-out screen.
- On this pop out screen, scroll down to enter the information required on each field.

Information required

- Covered by Equality Act - if the employee has an underlying health condition that is covered by the Equality Act select yes, from the drop-down list, if not select No. If unsure contact your HR Adviser for advice
- OH referral for underlying health condition – if employee is referred to OH for advice in relation to their underlying health condition, select Yes, otherwise select No
- Date OH report confirming Equality Act (if applicable) – if employee is referred to OH enter the date the OH report is received, otherwise leave blank
- Medical condition covered by Equality Act – type in the details of the underlying health condition
- Recommendations made by OH? – if there were recommendations by OH, select Yes from the drop-down list then complete the categories in the fields below otherwise select No.
- Recommendations considered out with OH? – if recommendations are considered that were not provided by OH, such as the employees GP, then select Yes then provide the details in the notes field, otherwise select No and skip recommendation notes.
- Recommendation Notes – enter details of the recommendations made by others besides OH and then complete categories in fields below

- Category of adjustments recommended 1 – select from the list provided one of the categories that most fits the recommendations made.
- Category of adjustments recommended 2 – if more than one adjustment recommended select from the list again the category that most fits the second recommendation
- Category of adjustments recommended 3 – if more than two adjustments recommended select from the list again the category that most fits the third recommendation
- Adjustment recommendations notes – use this section to enter more recommendations or further notes on the categories above
- Date discussions with employee – enter the date you discussed the recommendations with the employee
- Outcome of discussions – from the drop-down list select the most appropriate outcome following your discussions with the employee on recommendations
- Reason for not applying adjustments 1 – if you did not apply adjustments recommended or only applied some, then select from the drop-down menu the most relevant category of why you didn't apply what was recommended
- Reason for not applying adjustments 2 – if you did not apply adjustments recommended or only applied some more than once, then again select from the drop-down menu the most relevant category of why you didn't apply what was recommended
- Reason for not applying adjustments – if you did not apply adjustments recommended or only applied some more than twice, then again select from the drop-down menu the most relevant category of why you didn't apply what was recommended
- No adjustment notes – use this section to enter notes on why no or only some adjustments were made

Select the **SAVE** button at the bottom to save all entries.

To leave without saving select **CANCEL** button at bottom or click on X in right hand corner of pop up screen. This will return you to the case details page.

If the case requires action at a later date, you will need to amend the Next Action Date details as these automatically are left blank. (Guidance of how to do this can be found in the **Change details for a case** section).

- Please remember to close case once all appropriate action has been taken and relevant timescales achieved. (Guidance on closing cases can be found in **Close and reopen cases** section)

To return to Case Management home page, click on the employee's name at the top of the case.

SAAW Stress Action (Reporting manager)

At the point where one of your employees goes off with workplace stress, as reporting Manager you are required to commence the stress action plan and record this on Case Management.

Where the employee is citing personal stress, you do not have to complete an action plan (although this may be helpful). You are required to record it on Case Management as detailed in this guidance.

Prior to doing this, keep in contact with HR Policy & Advice to discuss the case when required.

On receipt of that email please log on to Case Management via People Manager Access

People manager – Case Management tab 

- Select the appropriate case.
  - To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

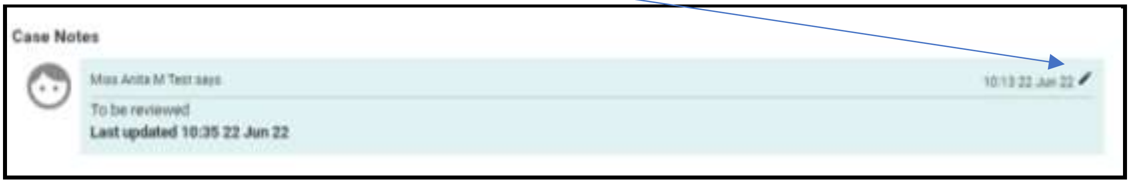
Add notes

- To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

Please note, all case notes will be automatically time stamped and show the case owner details once saved.
Please be careful what details are entered here as the employee could have access to review at some point.

Amend notes

- Click on pencil icon



- Add to existing note
- Click on Save icon

To enter the UDF information for the case

- ➢ On the case details page, top right-hand side, click on the three dots which will give you a drop-down menu.
- ➢ From the menu select UDF Details which will take you to a pop-out screen.
- ➢ On this pop out screen, scroll down to enter the information required on each field.

Information required

- Absence start date – enter the date the employee's absence began
- Absence end date – enter the date the absence ended, if absence continuing leave blank
- RTW – at the point the employee returns to work enter details in this section, if absence is continuing leave blank
- Stress Category – from the drop-down box select the most appropriate category
- Personal Category 1 – if the stressor is to do with personal or is a combination of personal and work select the most appropriate category, otherwise leave blank

- Personal Category 2 – if there is more than one personal stressor involved, select the most appropriate category from drop-down box, otherwise leave blank

- Personal Category 3 – if there are more than two personal stressors involved, select the most appropriate category from drop-down box, otherwise leave blank

- Personal category notes –use this field to provide a brief description of personal stressors

- Work Category 1 – if the stressor is to do with work or is a combination of personal and work select the most appropriate category, otherwise leave blank

- Work Category 2 – if there is more than one work stressor involved, select the most appropriate category from drop-down box, otherwise leave blank

- Work Category 3 – if there are more than two work stressors involved, select the most appropriate category from drop-down box, otherwise leave blank

- Work category notes – use this field to briefly describe the work stressors

- Date of meeting – enter date of meeting between yourself and employee

- Location – enter the place where the meeting between yourself and employee took place

- Trade Union – if employee accompanied by TU rep, select from drop down menu, otherwise leave blank

- Trade Union representative – if employee accompanied by TU rep, enter the name of TU, otherwise leave blank

- Action Plan agreed – select yes if agreement is reached, otherwise select no

- Outcome of action plan – use this field to briefly enter the details of actions agreed at outcome plan, if no agreement enter reasons for why not here

- Employee comments – if employee provides comments, use this field to briefly enter the details of the comments, otherwise leave blank

Select the **SAVE** button at the bottom to save all entries.

To leave without saving select **CANCEL** button at bottom or click on X in right hand corner of pop up screen. This will return you to the case details page.

If the case requires action at a later date, you will need to amend the Next Action Date details as these automatically are left blank. (Guidance on how to do this can be found in the **Change details for a case** section.)

- Please remember to close case once all appropriate action has been taken and relevant timescales achieved. (Guidance on closing cases can be found in **Close and reopen cases** section)

- All stress action plans and paperwork should be kept on the employee's objective file for future reference once completed – **Do not save on iTrent**

To return to Case Management home page, click on the employee's name at the top of the case.

Flexible Working Case (Reporting manager)

At the point a flexible working request is received from an employee, you are required to record this on Case Management.

To do this please log on to Case Management and at the case management summary page, scroll to the bottom and select “New – Raise a Case” (Guidance on how to raise a new case can be found in the **Creating a new case** section)

In addition to “Case Notes” tab in the case details page, there is “Application and “Appeal” tabs where you can add notes.
(Guidance on how to create and navigate these tabs and enter case notes are contained in the **Case Notes** section)

Add notes

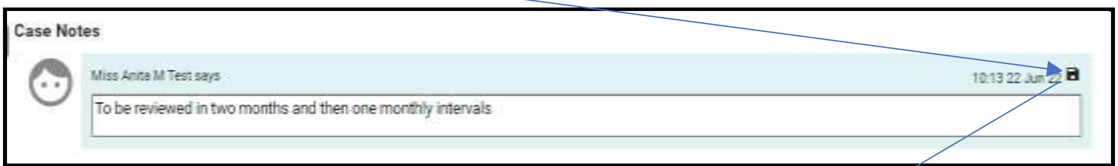
- To add notes to a case - In the case details page, you will see a tab entitled “Case Notes”. (Guidance on how to add notes can be found in **Case Notes** section)

Please note, all case notes will be automatically time stamped and show the case owner details once saved.
Please be careful what details are entered here as the employee could have access to review at some point.

Amend notes

- Click on pencil icon

- Add to existing note
- Click on Save icon



To enter the **UDF** information for the case

- On the case details page, top right-hand side, click on the three dots which will give you a drop-down menu.

- From the menu select UDF Details which will take you to a pop-out screen.

- On this pop out screen, scroll down to enter the information required on each field.

Information required

- Reason for request – from drop-down box select the most appropriate category as advised by employee

- Adjustment/change requested – from drop-down box select the most appropriate category as advised by employee

- Date of meeting – enter the date you met with employee to discuss request

- Agreed adjustments/change? – depending on discussions with employee select the most appropriate option from drop-down box

- Date agreement confirmed in writing – if you agree to request, enter the date this was notified to the employee in writing, otherwise leave blank

- Date new arrangements commence – if you agree to request, enter the date this is to start from, otherwise leave blank

- Date agreement declined in writing – if you decline the request, enter the date this was notified to the employee in writing, otherwise leave blank

- Decline reason(s) – if you declined the request, select the most appropriate option from drop down box, otherwise leave blank. If more than one reason, enter details in case notes on main summary page

- Appealed – if employee appeals this decision, select Yes, otherwise select No after 10-day period of notification to employee has lapsed

- Date Appeal received – if employee appeals, enter the date the appeals was received, otherwise leave blank

- Appeal Officer – if employee appeals enter the name of the Officer hearing the appeal, otherwise leave blank

- Date of appeal meeting - if employee appeals, enter the date of the appeals meeting, otherwise leave blank

- Outcome of appeal – if employee appeals, select the outcome from drop-down box, otherwise leave blank

- Trade Union – if employee is supported by TU rep, select the union from drop-down box, otherwise leave blank

- Trade Union Representative – if employee is supported by TU rep, enter the TU reps name

Select the **SAVE** button at the bottom to save all entries.

To leave without saving select **CANCEL** button at bottom or click on X in right hand corner of pop up screen.

This will take you back to the case management details page.

Where adjustments have been agreed and these require a change in the employees contractual position, such as hours and/or work pattern, then please remember to complete the contractual change form on HR My Toolkit and send it to hrchanges@westlothian.gov.uk in line with the payroll cut off periods.

Failure to notify of contractual changes in a timely manner could impact on holiday entitlements etc and lead to pay errors.

If the case requires action at a later date, you will need to amend the Next Action Date details as these automatically are left blank. (Guidance on how to do this can be found in the **Change details for a case** section.)

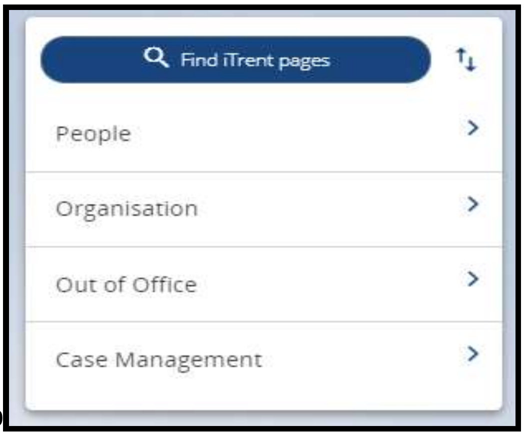
- ➢ Please remember to close the case once all relevant action has been taken and relevant timescales achieved.
  (Guidance on how to close a case can be found in the in **Close and reopen cases** section)

To return to Case Management home page, click on employee’s name at the top of the case.

<u>Drug and Alcohol Case</u> (HR Policy & Advice)

At the point where an employee is observed to be under the influence of drugs and/or alcohol, and you have discussed the matter with HR, a case will be created by HR Policy & Advice

When this is done you will automatically receive an email where you will be asked to log on and complete the necessary **<u>UDF</u>** fields in Case management.



Access People manager – Case Management tab

- Select the appropriate case.

- To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

Add notes

- To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

Please note, all case notes will be automatically time stamped and show the case owner details once saved.
Please be careful what details are entered here as the employee could have access to review at some point.

Amend notes

- Click on pencil icon

- Add to existing note
- Click on Save icon

To enter the **UDF** information for the case

- ➢ On the case details page, top right-hand side, click on the three dots which will give you a drop-down menu.
- ➢ From the menu select UDF Details which will take you to a pop-out screen.
- ➢ On this pop out screen, scroll down to enter the information required on each field.

Information required

- Date employee observed for D&A – enter the date of observations
- Name of officer observing (1) – enter the name of the person who observed the employee being under the influence
- Name of officer observing (2)– enter the name of the second person who observed the employee being under the influence
- Details of observations – briefly enter the details of what was observed that made the officers believe they were under the influence
- Time meet with employee – enter the time both observers met with the employee to discuss what they observed and ask if they are under the influence

- Refer for testing? – select appropriate option from drop down list
- Testing required – select what type of test(s) are required from drop down list, if not testing leave blank

- Does employee consent to testing? – select from drop down list, if not testing leave blank

- Date of investigation concluding – enter date investigations concluded

- Time discussed with Senior Officer – enter the time discussions where had with senior manager over observations and/or referral to testing

- Time discussed with HR – enter the time discussions where had with HR
- Time drug and alcohol tester telephoned – enter the time the drug and alcohol tester where called

- Time drug and alcohol tester arrived on site – enter the time the drug and alcohol tester arrived on site

- Tested for drugs? – select most appropriate from drop down list

- Time tested for drugs – if being tested for drugs, enter time drug test commenced, otherwise leave blank

- Outcome of drug test – if being tested for drugs, select appropriate outcome from drop down list, otherwise leave blank

- Tested for alcohol? – select most appropriate from drop down list

- Time tested for alcohol– if being tested for alcohol, enter time alcohol test commenced, otherwise leave blank

- Outcome of alcohol test – if being tested for alcohol, select appropriate outcome from drop down list, otherwise leave blank

- Employee required to leave duties – select most appropriate from drop down list

- Time testing concluded – enter the time all the testing was completed

- Date of next meeting – if employee provided a positive result, enter the date the next meeting is required with Senior Managers, otherwise leave blank

- Name of Senior Manager – if tested positive and required to meet with Senior Managers enter the name of the Senior Manager chairing the meeting, otherwise leave blank

- Outcome of Senior Manager discussions – if meeting with senior manager is held, select the appropriate outcome from the drop-down list, otherwise leave blank

- Trade Union – if employee is supported by TU rep, select the trade union from drop-down list

- Trade Union Representative – if employee is supported by TU rep, enter the representatives name in this field

Select the **SAVE** button at the bottom to save all entries.

To leave without saving select **CANCEL** button at bottom or click on X in right hand corner of pop up screen.

This will take you back to the case management details page.

If the case requires action at a later date, you will need to amend the Next Action Date details as these automatically are left blank. (Guidance on how to do this can be found in the **Change details for a case** section.)

- Please remember to close the case once all relevant action has been taken. (Guidance on closing a case can be found in the **Close and reopen cases** section.)

Any queries, contact HR Policy & Advice team to discuss.

To return to Case Management home page, click on employee's name at the top of the case.

SAAW Discretion Case (HR Policy & Advice)

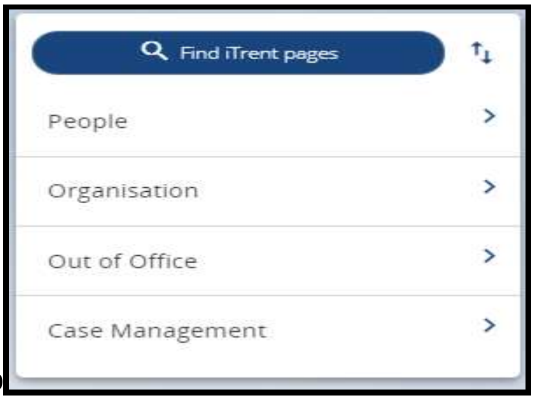
After discussing your intention to provide discretion with a member of the HR Policy & Advice team, a case will be created by HR Policy & Advice.

When this is done you will automatically receive an email where you will be asked to log on and complete the necessary **UDF** fields in Case Management.

There is no longer a requirement to complete the discretion form and send it to HR if you complete the case in Case Management.

You will however still be required to create and complete the trigger case advising of a discretion, as this information will not transfer over.

Access People manager – Case Management tab



- Select the appropriate case.

- To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

Add notes

- To add notes to a case - In the case details page, you will see a tab entitled "Case Notes". (Guidance on how to add notes can be found in **Case Notes** section)

Please note, all case notes will be automatically time stamped and show the case owner details once saved.
Please be careful what details are entered here as the employee could have access to review at some point.

Amend notes

- Click on pencil icon

- Add to existing note
- Click on Save icon

To enter the **<u>UDF</u>** information for the case

- On the case details page, top right-hand side, click on the three dots which will give you a drop-down menu.

- From the menu select UDF Details which will take you to a pop-out screen.

- On this pop out screen, scroll down to enter the information required on each field.

New discretion cases

For new discretion cases, scroll to the following sections and enter appropriate details:

- Managers rationale – enter brief details on your reasons for applying discretion, as discussed with HR
- Discretion decision taken by manager – select appropriate option from drop down list

Or

Extended discretion cases
For extending discretion cases, scroll to the following sections and enter appropriate details:

- Managers extension rationale - enter brief details for on your reasons for extending discretion as discussed with HR

- Extension discretion decision taken by manager – select appropriate option from drop down list

Do not alter or enter any other details or enter details in case notes unless advised by HR.

Select the **SAVE** button at the bottom to save all entries.

To leave without saving select **CANCEL** button at bottom or click on X in right hand corner of pop up screen.

If the case requires action at a later date, you will need to amend the Next Action Date details as these automatically are left blank.
(Guidance of how to do this can be found in the **Change details for a case** section)

- Please remember to close case once all appropriate action has been taken and relevant timescales achieved
  (Guidance on closing cases can be found in **Close and reopen cases** section)

- For discretions, cases should remain live until the discretion or discretion extension date has expired.

To return to Case Management home page, click on the employee's name at the top of the case.