

For Action

Important Messages that require Action



Key HMRC information for staff: SAP unavailable

As you are aware our SAP system which we use to manage our essential business processes such as HR, payroll, accounts payable/ receivable – is currently unavailable due to ongoing technical issues following a planned upgrade. Extensive work is ongoing to resolve the issue as a matter of urgency to make sure we continue to deliver vital services across the city.

HMRC

We are aware that staff may need access to a couple of documents that we would normally provide using information from our SAP system – in particular, your P60 and your P45. You are able to obtain both of these items online at HMRC as follows:

P60

Your P60 is proof of the tax you've paid for that year and also shows how much you've earned over the tax year and how much you've paid in National Insurance contributions and Pay As You Earn (PAYE) income tax. You may need to provide information from this for tasks such as submitting a Self-Assessment Tax Return.

You can access your P60 information directly from your online HMRC Personal Tax Account. If you don't already have an online Personal Tax Account you can create one by clicking the button below.

[Click to go to the form on the HMRC website](#)

P45

Your P45 provides a new employer, details of how much taxable salary you've paid over the course of the current tax year, along with how much has been deducted, and your tax code at the time of leaving your last job.

If you need a P45 you will need to log in to HMRC and complete an online form, called a New Starter Checklist (previously called a P46). This is a tax form that makes sure you are allocated the correct tax code when starting a job and you pay the correct amount of income tax.

You can complete the New Starter Checklist for HMRC using the button below.

[Click to go to the form on the HMRC website](#)

Contact the HM Revenue and Customs (HMRC) helpline for any support and guidance: 0300 200 3300.



SAP Update: Key Information for Staff

SAP is used to manage our essential business processes such as payroll and accounts. As staff are aware the system encountered a severe technical issue, following a planned upgrade, and has been unavailable for a couple of weeks.

Extensive recovery work has been ongoing during this time to get identified issues resolved and the system operational for us to start processing core activity – in particular, council family payroll runs. During this period, our main priority has been to make sure that our staff continue to be paid on time.

Staff payroll

As of last weekend, a limited number of users have now been given priority access to a recovered SAP payroll system. They have been working tirelessly to update staff data in order to process the next payrolls due, in particular the City Building weekly payroll due on Friday 3 February and the four-weekly payroll for staff due on 7 February 2023.

Please note, that in order to prioritise staff pay on time, we have not been able to include all pay variables for some staff – such as some expenses or travel/mileage claims, some overtime payments (My Portal users), changes to hours or grades, and some sickness related absences which impact pay. We appreciate that this may result in a small number of employees being under or over paid. We aim to have all processing completed, adjustments made, and any associated payments or deductions reflected in your next pay on 7 March 2023.

Payslips

Paper payslips will be issued to staff who normally receive one. Please note that delivery may be slightly delayed, and you may not receive this on the usual day. If you use My Portal to view your payslip online,

please note access is still not available.

Pay enquiries

We expect that the majority of employees pay will be accurate.

CBS Employee Service Centre are focused on ongoing recovery activities therefore please do not contact the Employee Service Centre with any pay enquiries.

You should only raise a pay query if you believe a significant and unexplained discrepancy has occurred with your pay, you should follow our dedicated pay enquiry process as summarised below:

1. Firstly, you must access your bank account, to view what you have been paid – if you normally receive a paper pay slip you can also check that when you receive it.
2. If you think your pay is not what you were expecting, please check this against your previous pay (you can do this through your bank account and if you are paid 4 weekly, your last pay was paid on 10 January 2023). If you don't normally work overtime your pay should be the same every four weeks.
3. Where you think there is a significant discrepancy in your pay, please carefully consider what this could be, remember at this stage we've not been able to process:
 - a. Travel, mileage, and general expense claims.
 - b. Overtime payments not authorised or processed through My Portal before 16 January 2023.
 - c. Contractual changes for example, changes to hours or grades.
 - d. A small number of sickness related absences which impact pay, for example move onto half pay or returning from half pay.

These will be paid in your next pay on 7 March 2023.

Where you believe you've not been paid or the discrepancy in your pay to be significant or unexplained you should in the first instance speak with your line manager.

Where your line manager agrees that the discrepancy is significant or unexplained you should contact your Service HR Team, a service specific communication will be issued to advise you how to do that.

Booking annual leave

Whilst My Portal remains unavailable for you to view your annual leave quota and book time off – please continue to speak to your manager about any leave requests so that they can be recorded locally. Once it is available, you must make sure it is updated for all leave requests that have been authorised in the meantime.

Staff will be kept informed and communicated with as soon as My Portal becomes available for general use. We are also keeping the Trade Unions updated on developments and progress to date.

Objective Connect closing 14 February, take action

At the council we recognise we have a strong need for collaboration with partners outside of our organisation.

We frequently have to share a variety of information with external organisations often of a sensitive, personal, financial, commercial and political nature. Historically we used Objective Connect as our secure external file sharing platform, to exchange files with partner organisations which were too sensitive, or too large, to email.

From 14 February 2023 the council will no longer use Objective Connect for this purpose, as our contract expires. This provides us with the opportunity to move to use SharePoint - an existing product within our Microsoft 365 software suite. This will result in significant savings and an enhanced user experience for the council.

All staff who use Objective Connect need to take action before this date - to move items that they need to keep across to SharePoint and also delete items that are no longer needed out of Objective Connect.

We have a series of staff support guides to help you with these actions. You can also find a copy of briefings issued using the button below.

[Click to go to view the staff support guides and briefings](#)

Get involved in the Loop E-News

If you or your team have done something to shout about, let us know! The Loop E-News is issued to thousands of people every two weeks and is an ideal opportunity to promote the work you are doing to your colleagues! We are always looking for good news stories, fundraising activity, awards and recognition and any leaver or retirement information. Below is information on the next deadlines and publication information for the Loop E-News:

Deadline for Submissions	Published
13 February 2023	17 February 2023
27 February 2023	3 March 2023
13 March 2023	17 March 2023





Managers' Briefings

There have been no new manager briefings issued in the past fortnight.

Please use the button below to view previous manager briefings.

[Click to view the briefings on the intranet](#)

For Information

Service News and Corporate Updates that might affect you



Townhead, Cowcaddens, Merchant City and Learning Quarter DRF need your help!

As part of the City Centre Strategy, we worked with a multidisciplinary team to look at and understand each of these four city centre districts and to develop a range of actions to help regenerate them. The District Regeneration Frameworks (DRFs) that came from this are now out for public consultation.

Townhead: Townhead is home to many city centre residents. It has potential to develop into a green, enjoyable neighbourhood with spaces for making at the fringes, and well connected to the west, historic landmarks in the east and innovation in the south.

Cowcaddens: Cowcaddens has the potential to develop as a district with a distinct identity and to contribute to the local economy. It has the space for change and the talent to make it happen. Its existing communities, underoccupied buildings and land, its array of cultural and educational institutions point to a positive future.

Merchant City: The Merchant City is a great local neighbourhood of international renown, that is well connected to the future river park and Glasgow Green. Enhancing the Merchant City district's position as a bustling artistic centre of creativity and entrepreneurship forms the basis of the suggested future developments.

Learning Quarter: The Learning Quarter's identity is defined by the cluster of cultural and built heritage on the one hand, and the presence of renowned knowledge and innovation institutions on the other. The dual character offers clear starting points from which to strengthen its positions as an inspiring, historic innovation hub.

Can you please take five minutes to complete the consultation yourself and/or send the link to people you know who live, work, study and visit Glasgow. The more people we hear from the better.

[Click here to complete the consultation](#)

Do you care about and want to make a difference to young people in Glasgow?

In 2023 MCR Pathways are looking for your help to provide more young people with a mentor who's there just for them. Being a mentor isn't easy, it takes time and persistence, but it's worth it. Not every young person has a trusted adult around them to turn to, but an hour a week is all it takes to have a lifetime of impact.

There are no special requirements to become a mentor. If you care, you're qualified.

'I've been a mentor to three different young people now, and it's been a rewarding experience each time. It isn't about tutoring them academically. It's much more about just listening, and sharing life experiences.' - Paul O'Grady, NRS Employee

MCR currently has a higher need in the following areas: All North East secondary schools, John Paul Academy and Knightswood Secondary in the North West, Govan High, Rosshall Academy and St Paul's in the South.

Will you take on the MCR mentor challenge? Sign up today using the button below.

[Click here for more information and to sign up](#)





NRS Pay and Holiday Calendar

We have put together an at a glance calendar for all NRS staff that shows you the pay dates for 4 weekly paid staff and public holidays for the year 2023. You can download it using the button below. As requested we are also going to produce a shift calendar for staff which will be available in the next issue.

[Click here to download the 2023 calendar](#)

NRS People

Supporting your health and wellbeing and wellness at work as well as learning and personal development



NRS People Manager: Sign up now for bitesize management and leadership online workshops

NRS managers and supervisors are invited to sign up for our bitesize online learning workshops. All workshops are one hour long and are delivered on MS Teams by Workplace Options.

Workshop topics are:

- People Centric Leadership
- Discovering Unconscious Bias
- Sustaining a Respectful Work Environment
- Effective Stress Management
- Getting Comfortable with Conflict
- Powerful Communication
- Understanding Emotional Triggers
- Creating a Resilient Mindset
- The Coach Approach to Leadership

For more information and to sign up to attend go to [NRS People Manager on the GCC website](#)

Please click the course names below if you are interested in these courses.



Unconscious Bias in Recruitment and Selection

Wednesday 8 February

1:30pm to 4.30pm

This course will assist all managers and supervisors with responsibility for recruitment in gaining a greater understanding of how our own unconscious biases affect who we choose to work for us. This half day workshop will cover:

- Understanding the basic science and evidence for unconscious bias as a concept
- Recognising that this topic is about performance and decision making
- Understanding the impact (or future impact) of bias
- Being able to apply learning to reduce bias

Preventing Bullying and Harassment

Eastgate
Wednesday 8 February

9:30am to 4.00pm

This in person workshop run by the City of Glasgow College is designed to equip managers and supervisors with the skills to prevent and address bullying and harassment in the workplace.

- Identify the difference between Bullying, Harassment and Victimisation
- Identify behaviours associated with Bullying, Harassment and Victimisation
- Assess the impact that bullying and harassment have on the individual and others
- Review the anti-bullying guiding principles
- Identify where to access support and guidance
- Produce an action plan

Age Inclusion for Managers

Thursday 16 February

9:30am to 12.30pm

This workshop aims to explore what is meant by an age inclusive workplace, understanding that age is a protected characteristic under UK law, understanding the biases and myths that surround age in the workplace and beginning to think about your role as a people manager in making your organisation more age inclusive. This training will cover:

- Age bias in the workplace
- Age discrimination and law
- How to respond effectively to ageism and issues experienced in the workplace
- The benefits of age diversity in the workplace and minimising risks



Succession and Career Planning Update

Since launching the succession and career planning pilot in Roads Operations and Technical Services over 130 managers, supervisors and employees from both areas have now attended a workshop to learn about the framework and its supporting materials, tools and guidance.

In addition to the framework awareness workshop, Corporate HR have worked in partnership with City of Glasgow College to deliver workshops to managers to upskill them to have effective career conversations,

identifying future skills, creating learning and development plans and giving performance feedback with employee's future career aspirations being their focus. So far 14 workshops to 110 managers have been delivered by the college.

Group managers have assessed organisational structures and identified business critical posts within their areas and identified the skills, knowledge and competencies both current and future for these posts.

Managers are now moving to the next stage of implementation and will be engaging with employees over the next few weeks to have career conversations to discuss their career aspirations, future potential and support their development to become future ready for business-critical posts.

For more information check out our toolkit using the button below.

[Click here to view the toolkit on Connect](#)

ED and I Training - Deaf Awareness



January saw Cleansing colleagues from Anderston Depot upskill themselves with Deaf Awareness Training.

The NRS Staff members recognised the need to develop themselves and take the opportunity to enrol on one of the many Equality and Diversity Training sessions offered to NRS Staff.

This enabled them to enhance communication with their work colleagues through understanding and basic sign language skills.

Health and Wellbeing Roadshows

Health and Wellbeing Roadshows got underway at two of our Cleansing and Parks Locations



The roadshows took place over 2 days at both Dawsholm and Shieldhall covering both shifts and kicking off the start of a rolling programme of NRS location visits.

NRS Staff working at these locations were given the opportunity to participate each day in finding out information around their own Health and Wellbeing and speak directly to external partners on the day from;

- Hospital Saturday Fund
- Glasgow Credit Union
- Workplace Options
- We are with You Drugs and Alcohol Support
- NRS Road Safety Team
- NRS ARC/HUB
- IT and Community Teams

Staff were able to sign up for free Head Neck and Shoulder massages from Incorporate Massage. Some more colleagues had to work hard and earn their own fruit smoothies on the day.

Vacancies within NRS

The following job vacancies within NRS have been added to myjobscotland. If you are interested use the button below to go through to the job adverts.

myjobscotland

- (GLA09947) SCA Programme Support Officer – temporary until 31.12.23
- (GLA09942) Security Supervisor – temporary for a period up to 12 months
- (GLA09941) Supervisor (Pollok Country Park)

[Click here to view all the vacancies on myjobscotland.gov.uk](#)

Call for content - Meet Your Colleagues



As part of our ongoing efforts to improve internal communication within NRS, we introduced a "Meet our Colleagues" section in this fortnightly NRS Loop E-News. To assist with this, we are looking for some members of staff who would be happy to feature within the fortnightly publication. This will allow colleagues from across NRS to understand the diverse roles within the service and highlight the work they carry out for the citizens of Glasgow.

If you would like your role to be included please complete the information as below and return with a headshot or photo using the button below. This will then be shared within future issues of the Loop E-News. The final draft of the input will be shared with you before published.

[Click here to submit your profile or speak to the team](#)



Meet Your Colleagues

Dominic Wong, Community Resource Assistant.

How long have you worked for the council?

1 year.

What do you do in your role?

I'm responsible for engaging with young people who attend our activities programme. I am regularly interacting with customers, providing information about what events and activities the building has to offer. I also take payments and process bookings for room hires, birthday parties etc.

What is your favourite part of your role?

Building rapport with new and existing customers that attend the centre. Engaging in the activities that we hold for the children and young people during the clubs.

What are the biggest challenges within your role?

Engaging with some of the more challenging young people and responding to anti-social behaviour. Trying to build rapport with harder to reach young people. Keeping the building constantly clean and to a high hygiene standard due to the high volume of people using the centre.

General Interest

What other teams do and events and activities that you can join



The Loop Newsletter

Previous issues of the Loop are available through the link below. Find out what has been happening within NRS.

[Click here to view the Loop](#)



Fundraising

If you are currently fundraising for any charity or would like to report back on fundraising activities please get in touch with the NRS Promotions and Engagement team using the button below.

[Click here to get in touch](#)

Get in Touch

If you have any information you would like to share through this fortnightly email, please get in touch with the NRS Promotions and Engagement Team.

[Click here to Send us an Email](#)

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