



# How we can help you with operational human resource support and resilience

## NHS Midlands and Lancashire CSU (MLCSU) effectively partners with operational business units to provide technical and strategic HR support by:

- Consulting on and operationally managing complex change programmes including management of change and Transfer of Undertakings Protection of Employment rights (TUPE)
- Sharing best practice across the sector and to provide formal and informal benchmarking opportunities to improve and inform HR service delivery
- Providing capacity and expertise to upscale and rapidly mobilise key priorities through access to a depth of skills and experience within a wider team
- Offering independent perspective and review for complex employee relations cases
- Delivering efficient end-to-end payroll processing services including pension scheme and expenses administration
- Helping you make the best use of workforce information and data in the Electronic Staff Record (ESR) through production of dashboards, reporting templates and analytics including the development of bespoke reports for local requirements
- Supporting you in optimising your benefits realisation of ESR via the coordinated planning, implementation and ongoing support of additional areas of ESR functionality
- Using workforce information to enable enhanced workforce planning and modelling, and intelligence-driven decision making.



### Case study: Establishment of Integrated Care Boards (ICB)

MLCSU worked closely with 5 shadow ICB's and 27 legacy CCGs to support their transition to fully fledged organisations. Working closely with the senior leadership team's we provided Human Resources advice and guidance leading and supporting them through a significant management of change programme including TUPE, redundancy and board level and executive recruitment. Our role included communication and formal updates to NHS England as well as the employees. The outcome was the successful establishment and transfer of legacy CCG staff to 5 ICB's within the timescales required.

## Why choose MLCSU?

- By the NHS for the NHS
- Offers an efficient, effective, flexible service that can respond to your needs through added capacity and skills
- Provides HR services to eight NHS organisations including integrated care boards, primary care networks and trusts
- Manage ESR for six providers – we are skilled and experienced in delivery of transactional services at scale with an absolute focus on maximising accuracy and data quality
- Leads, collaborates and offers skills transfer with colleagues
- Experienced in engagement with stakeholders including Staff Side and Trade Union representatives
- Pulls in multidisciplinary teams such as business intelligence, workforce analytics, HR, organisational development and others
- Focused on efficiency and can support with impact assessment and business case development
- Flexible engagement options and straightforward, rapid procurement and delivery.

## How we do it:



Offer flexible support arrangements through different models of delivery from a fully integrated team to light-touch advisory service



Engage and work closely with local stakeholders to upskill and collaborate



Produce regular reporting to offer assurance



Collaborate with other areas of expertise within MLCSU to offer holistic support including coaching, digital enablement, analytics, project management and others.

**Enabling you to be outstanding through transformative people solutions.**



### Case study: Workforce Information capability and capacity

Following attrition within the NHS Trusts ESR and Workforce Information service resulting in a loss of capability and capacity, the Trust reached out to MLCSU. A comprehensive understanding of the urgent and imminent issues they faced was established and a team of HR and ESR colleagues was rapidly mobilised to provide managerial and technical support capacity to ensure that the team could maintain delivery whilst simultaneously acquiring key additional knowledge and skills.

The Trust have expressed considerable satisfaction with our services, and the brief has been expanded to support operational management of a wider portfolio of services, and to design a new team structure for ESR and workforce information enabling the Trust to become self-sufficient and resilient to meet future demands.

For more information on our products and services contact us today:

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[mlcsu.co.uk](https://mlcsu.co.uk)