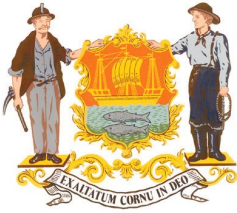


# TRURO CITY COUNCIL



CITY OF TRURO

Town Clerk's  
Department  
Municipal Buildings  
Boscawen Street  
Truro TR1 2NE  
Tel. (01872) 274766  
www.truro.gov.uk  
email: [info@truro.gov.uk](mailto:info@truro.gov.uk)

17 September 2025

To: Chairman and members of the **STAFFING COMMITTEE**  
Councillors Biscoe, Douglas-Martin, Eathorne-Gibbons, Green and Mepham  
and all other Members of **TRURO CITY COUNCIL** *for information*

*Before the meeting the Chairman will read out the Fire Procedures*

Dear Councillor

## AGENDA

NOTICE IS HEREBY GIVEN that the meeting of the **STAFFING COMMITTEE** will be held the **Committee Room (First Floor), Municipal Buildings, Boscawen Street, Truro TR1 2NE** on **MONDAY 22 SEPTEMBER 2025** at **7.00 pm** for the transaction of the under mentioned business: -

- 1 **COUNCILLORS IN ATTENDANCE AND APOLOGIES**  
To **note** apologies.
- 2 **DECLARATIONS OF INTEREST**
- 3 **OPEN SESSION FOR ELECTORS OF TRURO RELATING TO ITEMS ON THIS AGENDA VERBAL QUESTIONS** (5 minutes only)
- 4 **MINUTES**  
To **resolve** to approve and sign the minutes of the Staffing Committee meeting held on 12 June 2025 (Appendix A) **Page 4**
- 5 **TERMS OF REFERENCE** (Appendix B) **Page 7**  
To **review** and **recommend** to Council Paragraph 13 of the terms of reference for the Staffing Committee.
- 6 **DEPUTY TOWN CLERK REPORT** (Appendix C) **Page 9**  
Report – to include single status, contract review, all staff meeting, Christmas break arrangements, pay award, appraisals.
- 7 **CHAIRMAN'S REPORT**  
Report.
- 8 **CORRESPONDENCE**  
None.
- 9 **STANDING ITEMS**

a. Health and Safety Issues (Appendix D) Page 10

Report from Facilities Manager

b. Training - E-learning. None

c. HR Report (Appendix E) Page 12

To **note** the contents of this report.

d. Recruitment - Countryside Ranger.

10 **AGENDA ITEMS**

a. **Implementation and Management of WorkNest eLearning Platform (Appendix F) Page 24**

Recommendations:

1. To **note** the successful internal setup and configuration of the WorkNest eLearning platform.

2. To **resolve** to support the continued development of job-specific training pathways as part of the next phase of the programme, ensuring training remains relevant, proportionate, and legally aligned.

3. To **resolve** to approve in principle the upgrade to the LearningNest Enterprise package from 2026–27.

4. To **recommend to Finance and General Purposes Committee** to resolve to upgrade to the LearningNest Enterprise package from 2026–27, and that the additional cost be included in the 26/27 budget setting process.

b. **Operational Improvement for HR and Training Records) (Appendix G) Page 31**

Recommendation(s):

1. To **note** this report

2. To **resolve** to approve in principle to contract with PeopleNest system from 2026/2027 financial year.

3. To **recommend to Finance and General Purposes Committee** that it resolves to change the supplier of its internal HR system from April 26, and that the cost be included in the 2026/2027 budget setting process.

c. **Fostering Policies**

To **recommend to Full Council** that it affirms that this authority will make parental leave available to those with parental responsibilities but who do not fall under the legal definition.

11 **EXCLUSION OF THE PRESS AND PUBLIC**

In accordance with s1(2) of the Public Bodies (Admission to Meetings) Act 1960, the press and public will be excluded from the meeting during consideration of the following items by reason of their confidential or special nature: staffing (ill health, contracts, and grading).

12 **CONFIDENTIAL AGENDA ITEMS**

a. Verbal report from Deputy Clerk on current staffing matters.

b. To consider employment terms and conditions and contractual matters. (Appendix H) Page 38

13 **READMITTANCE OF THE PRESS AND PUBLIC**

Press and public will be permitted to rejoin the meeting following the conclusion of the confidential items.

14 **DATE OF NEXT MEETING**

Monday 17 November starting at 7pm

15 **ITEMS FOR FUTURE MEETINGS**



David Rodda MBE  
TOWN CLERK

# TRURO CITY COUNCIL



CITY OF TRURO  
Town Clerk

Town Clerk's Department  
Municipal Buildings  
Boscawen Street  
Truro TR1 2NE  
Tel. (01872) 274766  
www.truro.gov.uk  
email: info@truro.gov.uk

## MEETING OF STAFFING COMMITTEE HELD ON THURSDAY 12 JUNE 2025 at 19:00

in the Large Community Room second floor, Truro Public Library, Union Place, Truro

**PRESENT:** Councillors Eathorne-Gibbons (Chairman for this meeting), Green and Mepham.

**APOLOGIES:** Councillors Biscoe and Douglas-Martin.

**ABSENT:** None.

Also in Attendance: David Rodda, Town Clerk, Esther Greig, Deputy Town Clerk  
Cheryl Simpson, Committee Clerk, Mica Crook, HR Officer

### 1 COUNCILLORS IN ATTENDANCE AND APOLOGIES

Attendance of those councillors present was noted.

S/25/189

### 2 DISCLOSURES OR DECLARATIONS OF INTERESTS

None.

S/25/190

### 3 OPEN SESSION FOR ELECTORS OF TRURO RELATING TO ITEMS ON THIS AGENDA VERBAL QUESTIONS

There were none.

S/25/191

### 4 MINUTES

It was proposed by Councillor Green, seconded by Councillor Mepham, and

**RESOLVED** that the Minutes of the Staffing Committee Meeting held on  
19 May 2025 were considered a correct record.

**S/25/192**

### 5 TERMS OF REFERENCE

The Deputy Town Clerk reported the following minor changes to the terms of reference which were already incorporated and recommended to the Committee as follows:

- Attending officers - HR Advisor changed to HR Officers. (The Council's external HR Advisor would attend a future committee meeting).
- Paragraph 1 – Parks and Amenities Committee added.
- Paragraph 15 which was a duplication of Paragraph 10 had been deleted.
- Paragraph 13 – addition of Senior Management Team; as appropriate.

Further, regarding Paragraph 14, the Committee was asked if it favoured line management for the Town Clerk to be delivered by the Mayor and line management of the Deputy Town Clerk by the Town Clerk. This change was accepted by the Committee.

It was proposed by Councillor Mepham, seconded by Councillor Green, and

**RECOMMENDED TO COUNCIL** that the draft terms of Reference for Staffing Committee as amended at Paragraph 14 be adopted. **S/25/193**

**6 DEPUTY TOWN CLERK REPORT**

The Deputy Town Clerk updated the Committee as follows. A member of staff had just tendered their resignation and cover for this area of work was being considered. There is a vacancy in the Toilet Cleaning Team which is being covered and would be filled following a strategic review of this service later on in the year. Two members of staff on long-term sickness in the Parks team had impacted the grass cutting team; two fixed term summer waterers/gardeners were alternating one week watering, one week grass cutting. The report was **noted**. **S/25/194**

**7 CHAIRMAN'S REPORT**

Councillor Eathorne Gibbons, Vice-Chairman reported she was chairing the meeting in the absence of the Chairman Councillor Biscoe. **S/25/195**

**8 CORRESPONDENCE**

None. **S/24/196**

**9 STANDING ITEMS**

a. Health and Safety Issues

The Deputy Town Clerk reported a new reporting system for all staff, led by the Facilities Manager was in place. The report was **noted**. **S/25/197**

b. Training - E-learning

The report was **noted**. **S/25/198**

c. HR Report

The HR Officer reported future reports would include comparisons both locally and nationally. The Town Clerk drew attention to the current figure of 79 staff which equated to 54 Full Time Equivalent (FTE). The report was **noted**. **S/25/199**

d. Recruitment

The Deputy Town Clerk stated two fixed term waterers/gardens had been appointed for the summer. Three Café staff would be leaving the Council's employment over the summer, and one or two people would be recruited as replacement. The new part-time Mayor's Secretary and fixed term part-time Assets Officer had started work as well. Of the twelve Café employees, three were full-time, three were part-time and the remainder were casual; the number of Full-Time Equivalent staff would be reported in the future. It was also suggested that the number of staff hours compared to the number of Café opening hours might be a useful benchmark. The report was **noted**. **S/25/200**

**10 AGENDA ITEMS**

a. **CHRISTMAS 2025 OFFICE OPENING HOURS**

It was proposed by the Chairman, seconded by Councillor Green, and

**RESOLVED** that the two extra-statutory days will be 29 and 30 December 2025 and that the Council contact centre will be restricted to emergencies only from midday 24 December 2025 to 5 January 2026. **S/25/201**

**b. STAFF COUNCIL**

The Deputy Town Clerk reported currently less than 50% of the Council's employees were members of trade unions, therefore it was suggested a staff council (on which all services would be represented) be established for meaningful consultation. One task would be to review the single status agreement which required updating.

It was proposed by the Chairman, seconded by Councillor Mephram, and

**RESOLVED** that:

1. A Staff Council to consider, understand and influence pay and conditions be created.
2. Draft Terms of Reference be considered by Council prior to a staff council being put into operation.

**S/25/202**

**11 EXCLUSION OF THE PRESS AND PUBLIC**

It was proposed by Councillor Green, seconded by Councillor Mephram, and

**RESOLVED** that in accordance with s1(2) of the Public Bodies (Admission to Meetings) Act 1960 the press and public be excluded from the meeting during consideration of the following items by reason of their confidential or special nature: staffing matters. **S/25/203**

**12 CONFIDENTIAL AGENDA ITEMS**

**a. ADDITIONAL MANAGEMENT RESPONSIBILITIES AND SHORT-TERM ADDITIONAL RESOURCES REPORT**

It was proposed by the Chairman, seconded by Councillor Green, and

**RESOLVED that**

- i. Following review, a job description and grade for the post set out in the report be approved.
- ii. A short-term resource – Policy Officer be approved as set out in the report for a maximum of 4 weeks.

It was also noted both measures referred to above could be accommodated within the existing budget.

**S/25/204**

**13 READMITTANCE OF THE PRESS AND PUBLIC**

The meeting was re-opened for press and public access.

**S/25/205**

**14 DATE OF NEXT MEETING**

Monday 22 September 2025.

**S/25/206**

**15 ITEMS FOR FUTURE MEETINGS**

Fostering for adoption covered in Maternity Policy or separately. **S/25/207**

The meeting closed at 19:49

-----  
CHAIRMAN

# TRURO CITY COUNCIL



**CITY OF TRURO**  
Town Clerk

Town Clerk's Department  
Municipal Buildings  
Boscawen Street  
Truro TR1 2NE  
Tel. (01872) 274766  
Fax. (01872) 225572  
www.truro.gov.uk  
email: info@truro.gov.uk

## Staffing Committee Terms of Reference 2025-2026

This committee is appointed to make decisions about all staffing matters, subject to budget and expenditure limits decided by the Council

Membership:	5 (either with HR experience or willing to undertake relevant training)
Quorum:	3
Meeting frequency:	Quarterly
Attending Officers:	Town and/or Deputy Clerk and HR Officers

NB: Membership to be 5 members not holding the office of Chairperson/ Deputy Chairperson or Mayor/ Deputy Mayor positions elected by the Council.

### Terms of Reference:

1. In consultation with Finance and General Purposes and Parks and Amenities Committees, to establish and keep under review the staffing structure and budgets.
2. To implement, monitor, review and revise policies relating to staffing.
3. To ensure that Joint consultation arrangements with the recognised Trades Unions and that the terms of the recognition agreement are fully implemented.
4. To establish and review salary pay scales for all categories of staff and to receive reports from the Deputy Town Clerk on their administration, and on the implementation of the Council's Job Evaluation Scheme.
5. To oversee the recruitment and appointment of staff, including agency staff where necessary.
6. To oversee the execution of new employment contracts in line with NALC/SLCC model contract agreement and variations to contracts (including TUPE transfers).
7. To establish and review annual appraisals and staff training programmes.
8. To oversee any process leading to dismissal of staff (including redundancy).
9. To keep under review staff working conditions, and health and safety matters.
10. To monitor and address regular or sustained staff absence.
11. To make recommendations on staffing related expenditure to the Finance and

General Purposes Committee as part of the annual budget process.

12. To receive reports from the Deputy Town Clerk on any appeal against a decision in respect of pay or changes to terms and conditions. To consider and make recommendations to Council arising from such decisions, should it be appropriate or necessary.
13. To consider a staff grievance or disciplinary (and any appeal) **for the Senior Management Team, if necessary / appropriate**. The Committee to be divided in consideration of the initial matter, so that fresh eyes are retained for any subsequent appeal.
14. To be assured that supervision, performance management and pay reviews for the Town Clerk are carried out by the Mayor.

## 2. Delegated Powers

2.1 Decisions made by this committee serve as recommendations to Council save the following exceptions (a) to (d) below:

(a) Payment of invoices for work, services and other liabilities either previously confirmed by the Council or where delegated within Financial Regulations to the RFO and/or Committees.

(b) The Council may consider from time to time delegating specific responsibilities to this Committee (within the scope of the LGA 1972 s101) but excluding any powers that cannot be delegated by the Council e.g. issuing a precept for the rate (s67 LG & FA 1992). Any such delegated responsibility shall be clearly identified and defined within the Council Minutes.

(c) To set up and administer sub-committees and working parties to facilitate the work of this Committee and for no other purpose. The Committee shall determine the terms of reference and protocols for the sub-committee and working parties that shall report to this Committee. No sub-committee or working party shall be formed or operated without terms of reference and protocols.

Where matters have been delegated to this Committee for approval, it shall comply with all Council's policies, protocols, systems and procedures including Standing Orders and Financial Regulations and any other statute or codes within legislation.

- To authorise the Deputy Town Clerk in consultation with the HR Adviser to carry out the recruitment and appointment of staff, including agency staff where necessary.
- To authorise the Deputy Town Clerk to administer annual appraisals and staff training programme.
- To authorise the Deputy Town Clerk to monitor staff working conditions, and health and safety matters

2.2 Should a matter be delegated to the Town Clerk for determination this shall be in consultation with the Chairperson or Vice-Chairperson and Mayor or Deputy Mayor.

## **22 September 2025 – Staffing Report – Deputy Town Clerk/RFO**

### **Recruitment**

Countryside Ranger – Resigned in July as was unable to apply for an extension to his work visa due to the changes in government criteria. 45 applications received, 2 shortlisting processes involved. Firstly, the Deputy Clerk and HR Officer sifted to reduce field to 15 applications, then the Clerk and Parks Manager shortlisted 5 external and 1 internal candidate for interview. Interviews on the 17<sup>th</sup> September.

### **All Staff Meeting**

3<sup>rd</sup> November 2025 – Annual meeting of all staff to be held in the Library large training room. It will cover the new strategic direction and priorities of the Council, awarding of long-service certificates, Staff Christmas meal at the County Arms, and outline the planned review of the Single Status.

For information – monthly departmental meetings continue along with the monthly manager's meeting.

### **Employment Contract review & Single Status**

Awaiting update report from HR contractor. Working on new general, casual and zero-hours contracts that will complement the NJC Green Book, rather than conflict with it.

### **Appraisals**

Annual appraisals taking place in the Autumn in order to inform training program and budget for next year.

### **Contract extensions/changes**

Due to several prolonged and continuing sickness absences in the Parks department; one of the summer waterer contracts has been extended to end of October and a team member has stepped up to Supervisor level to provide cover. Fixed term contracts within Facilities have been extended to cover the period of the strategic public convenience review rather than committing to permanent contracts. Asset Officer contract will also be extended to finished identifying and loading assets onto the Maintain X system. These are within budget. Café staff on fixed term contracts are coming to a seasonal close; of which 3 are converting to casual contracts for the winter months.

### **Parks Occupational Health Reviews**

Annual appointments have taken place, and the identified hand/arm vibration issues have been followed up with the purchase of special gloves and jackets as recommended.

20

Total Incidents

8

Total Near Misses

11

Total Accidents

1

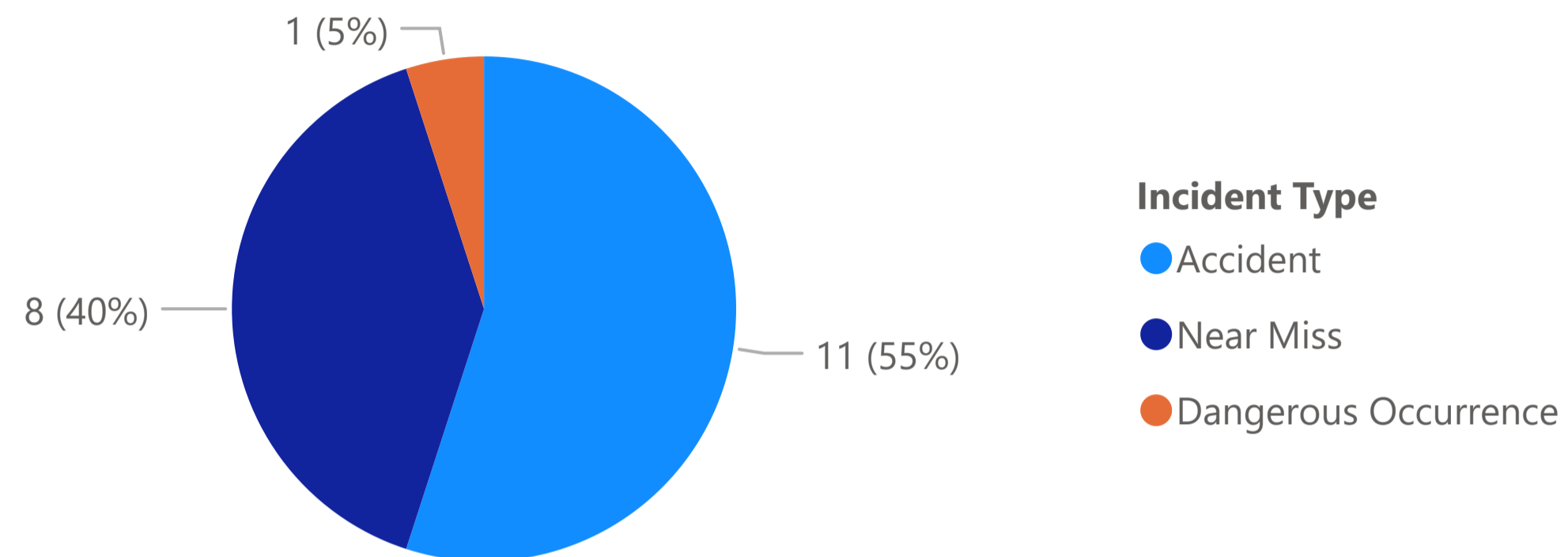
Total RIDDOR

Month	Where did the Incident Happen?	Incident Category	RIDDOR?	Describe what happened?
September	Parks & Open Spaces	Struck by a Moving Object		Billy and Danny arrived at Bridge street public toilets to find a hanging basket on the ground and the bracket that attaches it to the wall next to it.
September	Truro Library	Slip, Trip or Fall		Hester dashed to grab the gate and slipped in a muddy puddle
August	Boscawen Park	Struck Against a Fixed Object	No	She stated that the ship's steering wheel for the pirate ship is missing leaving bolts and metal exposed. Her child came underneath and bumped his head.
August	Boscawen Park Tennis Courts	Fall from Height	No	<p>I was playing tennis yesterday evening and saw that one person was trapped on the inside of courts 1 and 2 as the electric gate would not open from either the inside or outside. They were probably trapped inside court for around 30 minutes and eventually had to climb over the fence to get out as they had no other choice as it got dark</p> <p>I advised the person trapped to get in contact with you today as this is clearly a major fault with door electronics that needs addressing immediately. There was nobody they could call for help. I suspect we would have called the fire brigade if the trapped person couldn't get out over fence!</p>
August	St Clements Graveyard	Struck Against a Fixed Object	No	St Clements Graveyard - Onto the corner, started cutting, behind Lee was a Jasmin Plant as came around the corner, stopped to reverse, bees in the face, panicked, hit the accelerator and drove into the grave. Epi-pen was in the van and not available on site.
August	Truro Library	Struck by a Moving Object		reversing into pydar street people shouting stop as nearly hit an elderly lady
July	Parks & Open Spaces	Fall from Height	No	Leats Female Cubicle - One of the cubicles had been locked for the floor to be replaced, a member of the public had forced the lock so the cubicle was now open. Danny didn't realise that the floor had been removed and when he stepped into the cubicle he fell approximately 1 foot to the lower level. Danny was entering the cubicle to check the toilet roll.
July	Parks & Open Spaces	Violence in the Workplace	No	Steve had just arrived at the Leats toilets to unlock them when a male without a shirt on opened up the drivers door and said to me "I'll give you to the count of 3 to tell me what his problem was" - the male was very upset and emotional. I tried to claim the situation down as I could tell that he was very angry, the more I tried to calm him down the more angry he become during this period I was still sat in the van as I couldn't get out or close the door as his head was in my face as I was in the driving seat. Whilst this was going on a member of the public called 999 to report the situation, a friend of the guy removed the first aid from

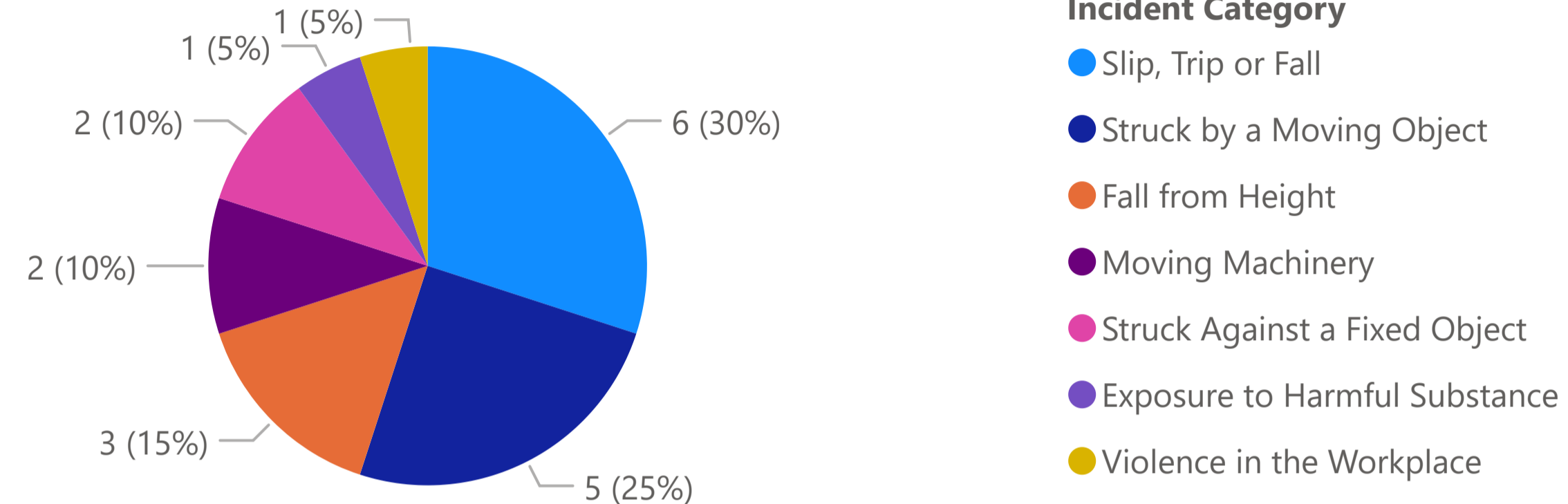
# Truro City Council – Health & Safety Incidents Report 2025



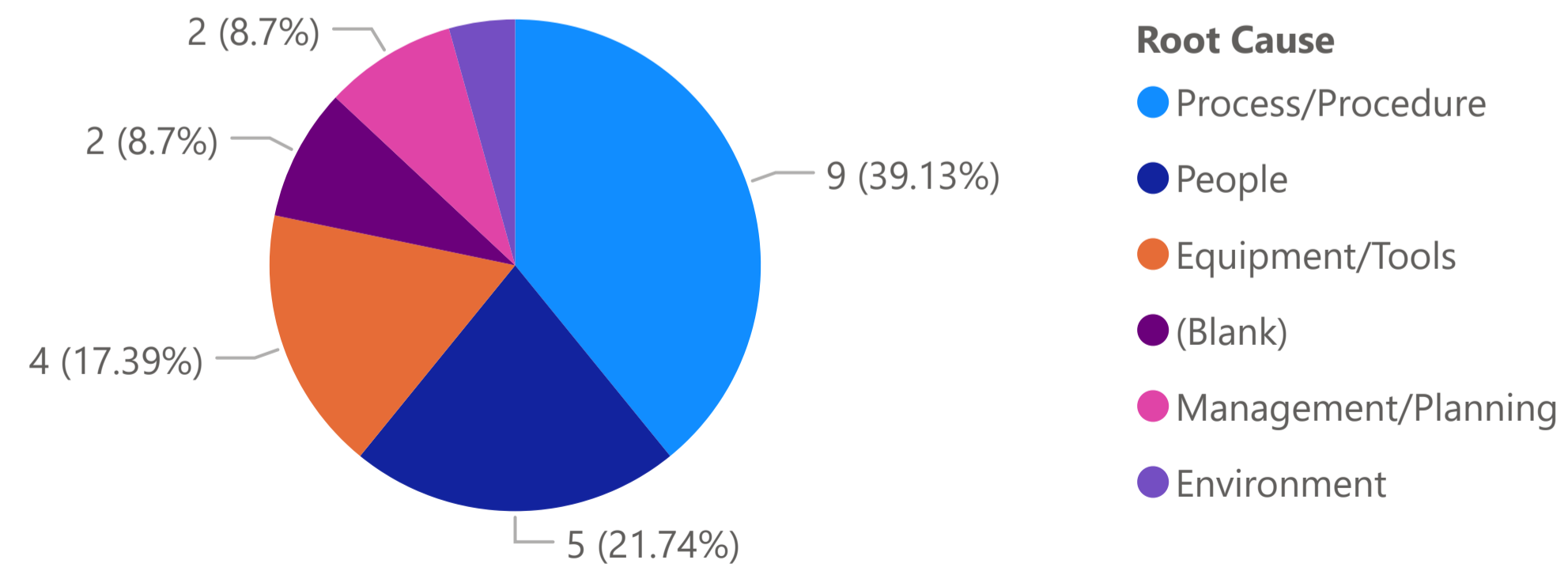
Total Incidents by Incident Type



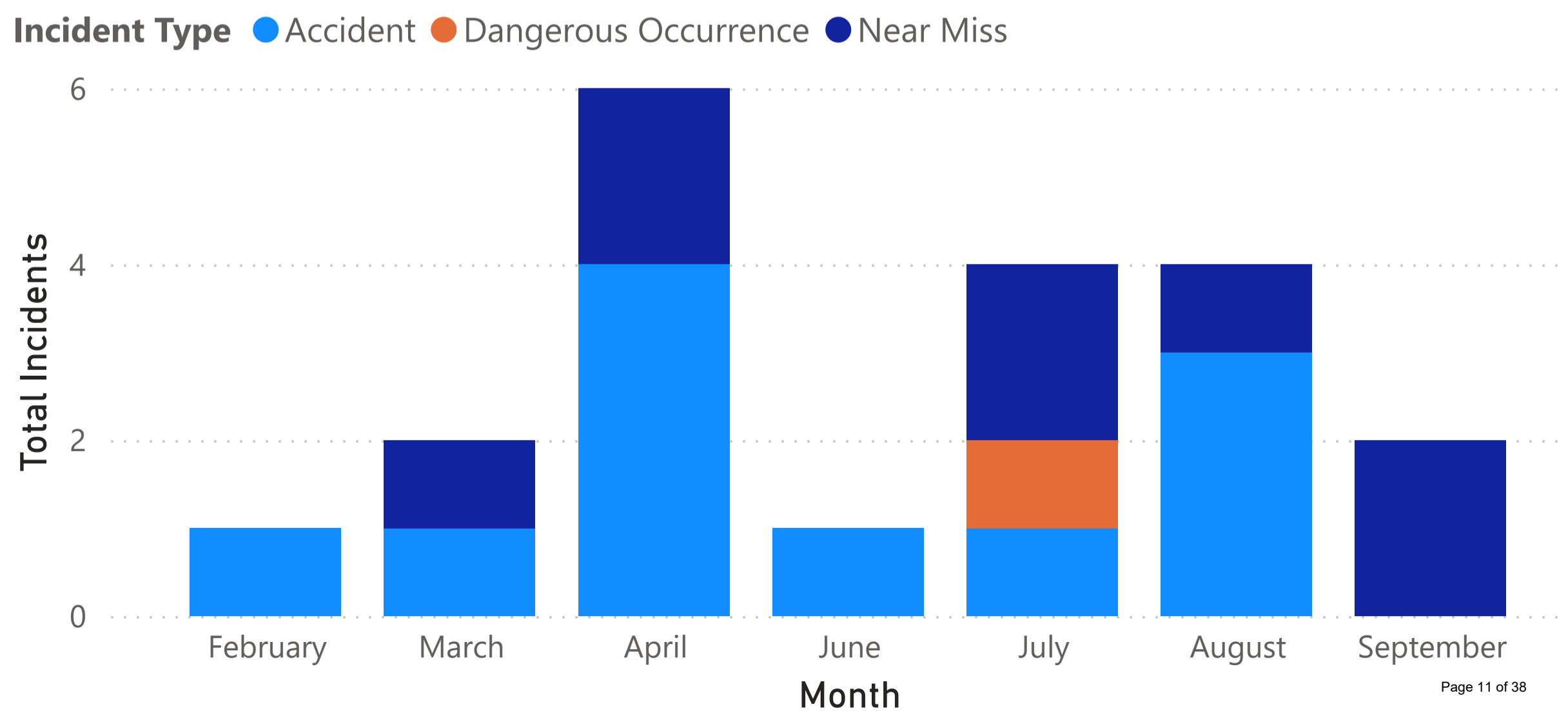
Total Incidents by Incident Category



Total Incidents by Root Cause



Total Incidents by Month and Incident Type



Report to:	<b>Staffing Committee</b>	
Date:	<b>Monday 22<sup>nd</sup> September 2025</b>	
Title:	<b>Quarterly HR Report</b>	
Authors, Roles and Contact Details:	<b>Mica Crook, HR Officer</b>	
Approval and clearance obtained from chair of committee:	<b>Y / N</b>	
Urgency Procedure(s) used? If yes include rationale.	<b>N</b>	

**Recommendation(s):**

To **note** the contents of this report.

**1 Executive Summary**

- 1.1 Q2 HR Report showing the most recent data and analytics on Truro City Council staff over the past 12 months. TCC has 74 employees with 59% being full time. This equates to a Full-time Equivalent (FTE) of 54. 51% of the work force are female.

**2 Purpose of Report and key information**

- 2.1 To provide key data obtained by the HR Department on numbers, equality information and sickness absence.

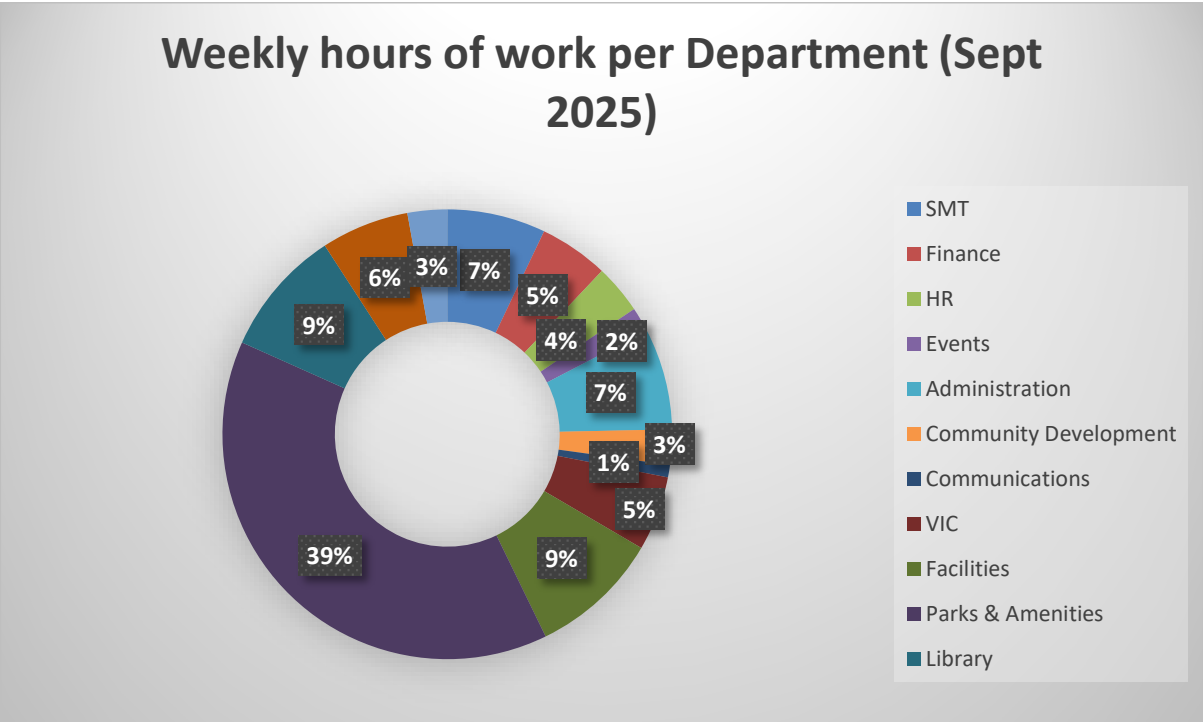
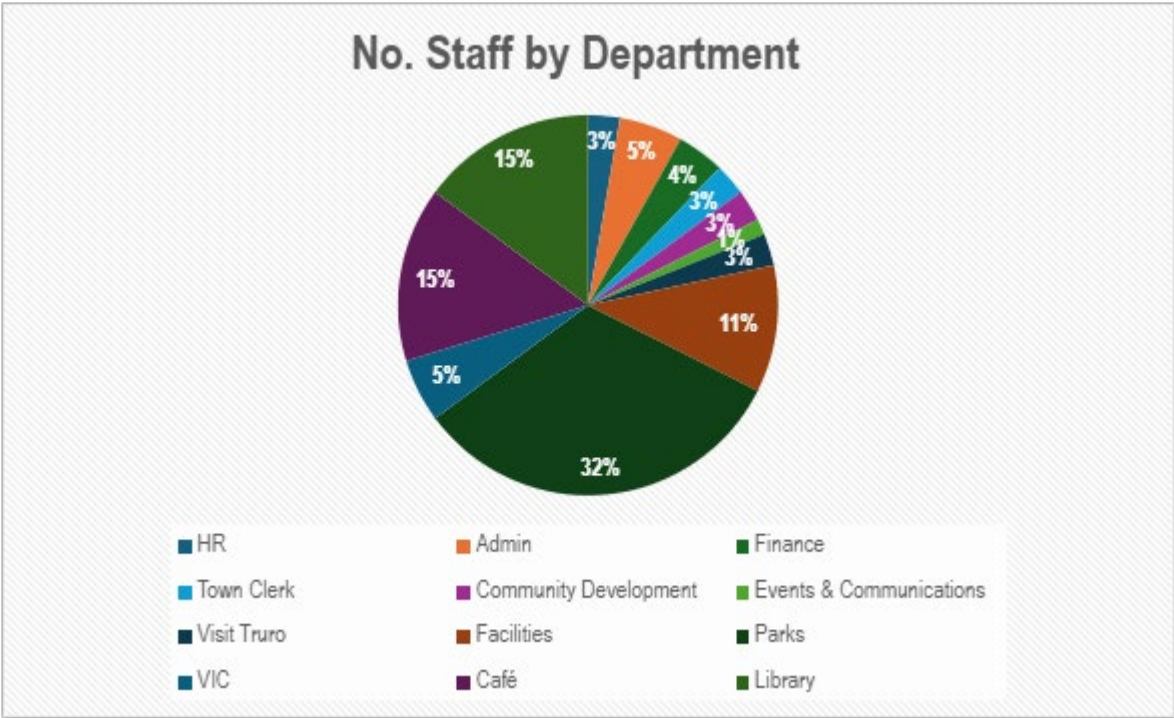
**2.2 Current Personnel Information**

TCC currently have 74 staff employed at Truro City Council as of 12/09/2025.

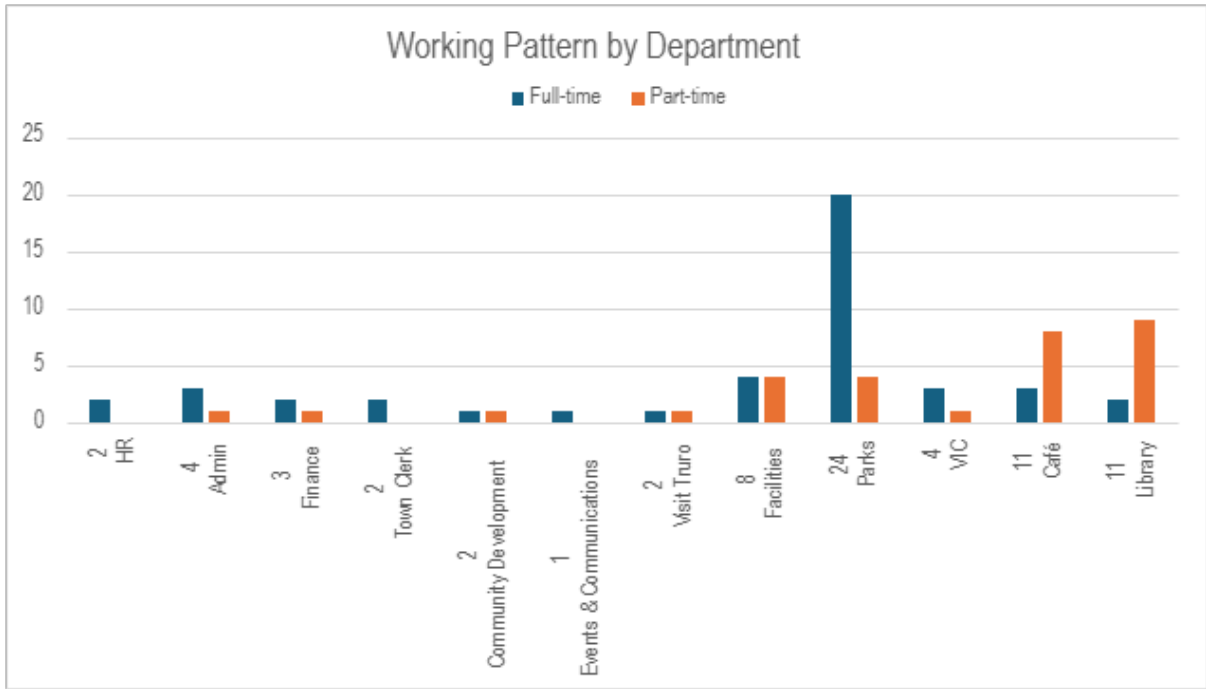
Current Departments & Staff in each:

- HR – 2
- Admin – 4
- Finance – 3
- Town Clerk – 2
- Community Development – 2
- Events & Communications – 1
- Visit Truro – 2
- Facilities – 8
- Parks – 24
- VIC – 4
- Café – 11
- Library – 11

The below pie chart clearly shows staff ratio department by percentage (%).

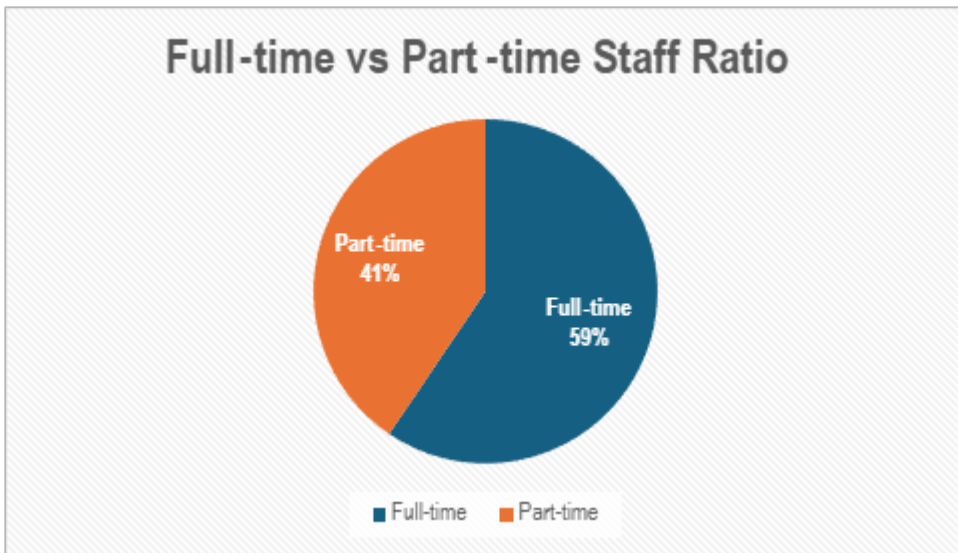


The above chart shows the weekly hours of work per department. The data used excludes the hours for the 4 casual library staff and 6 casual café staff as their hours vary on a weekly basis. It is also noted that 4 members of staff within the Parks Department and 2 members of staff from the Café are seasonal, which will result in a reduction in hours over the autumn/winter season.



The above bar chart shows the breakdown of full-time vs part-time working pattern by department within the Council.

**2.3 Full-time & Part-time Staff ratio**



The above Pie Chart shows the ratio of Full-Time and Part-time staff employed at Truro City Council as of September 2025.

Number of staff for each category:

Full-time – 44

Part-time – 30

Truro City Council's Full-time Equivalent (FTE) is 54.

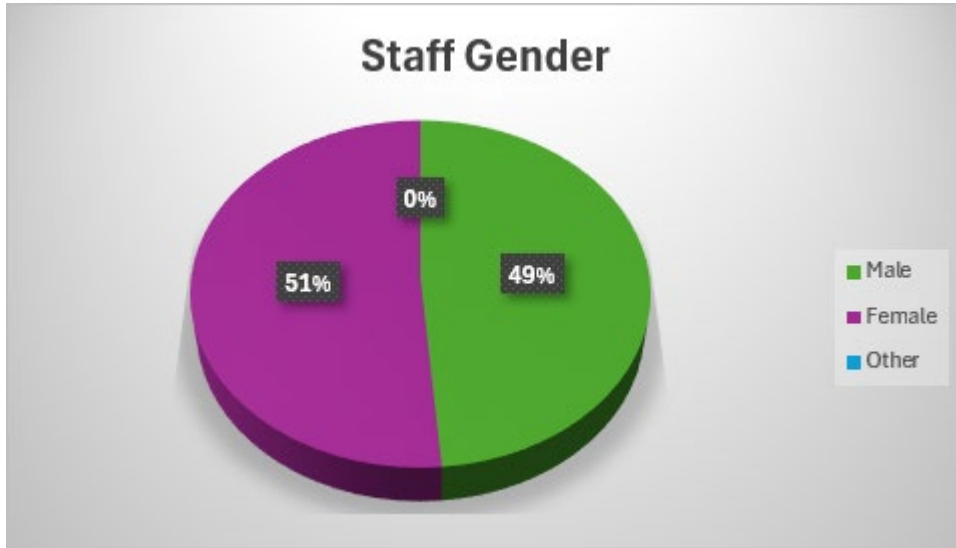
Departmental FTE

- HR – 2
- Admin – 4.1
- Finance – 2.8
- SMT – 4
- Community Development – 1.4
- Events & Communications – 1.5
- Visit Truro – 1.6
- Facilities – 5.2
- Parks – 21.9
- VIC – 3
- Café – 3.5
- Library – 5.1



## 2.4 Equal Opportunities Data

### 2.4.1 Gender



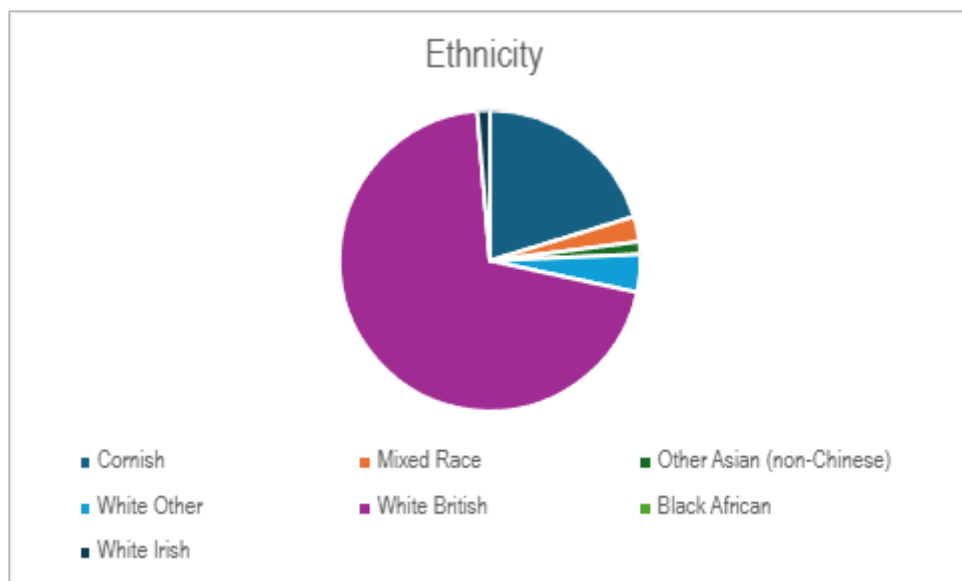
The Pie Chart shows the current split of genders employed at Truro City Council.

Number of staff for each category:

Female – 38

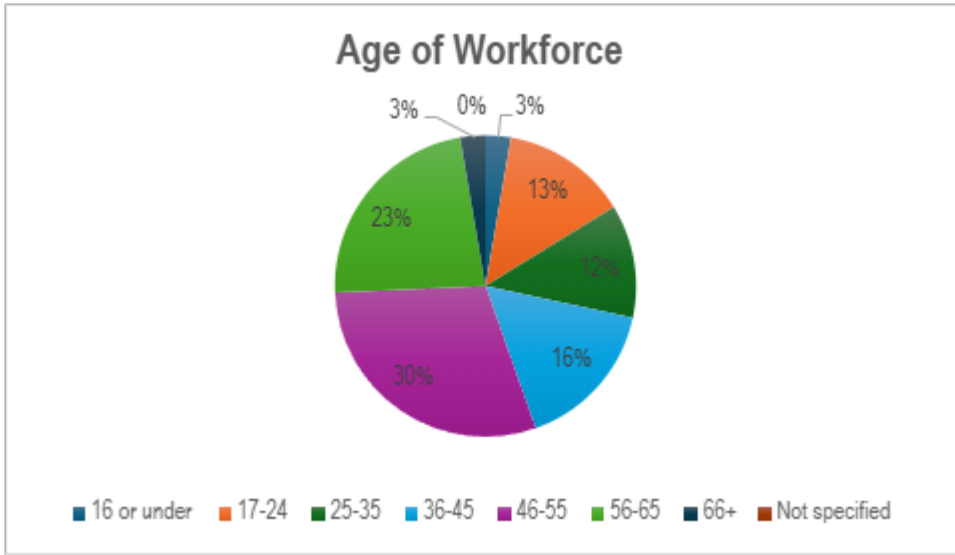
Male – 36

### 2.4.2 Ethnicity



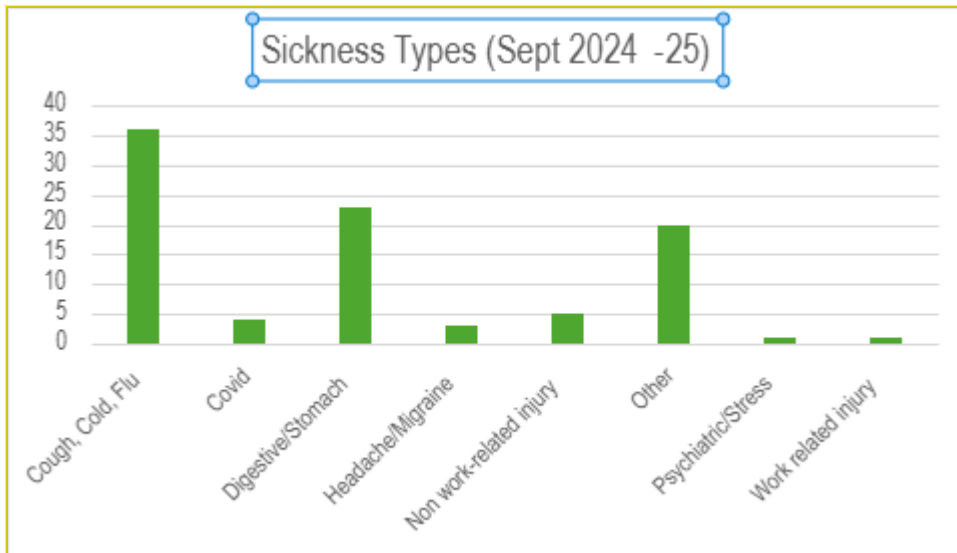
The above chart shows the ratio of Ethnicity within the Council. This clearly shows diversity of staff when reviewing Ethnicity.

### 2.4.3 Age of Workforce



The above pie chart shows the diversity of the workforce in terms of age group. As stated in the previous report the HR Department has been able to obtain additional data to make this chart more accurate when representing the age of TCC's workforce. The Pie Chart clearly shows a good range of ages.

### 2.5 Sickness Types over the past 12 months



The Chart shows the various types of sickness types taken over the past 12 months. The most used selection was Cough, Other following closely behind this. The HR Department is looking into ways in which sickness is reported through BreatheHR to provide more accurate data. Comparing this month graph with last quarters there has been a decrease in the number of Other categorised sickness. As you can see – the categories are very broad; when staff have a specific problem, they tend to put other and identify the exact

nature of their issue. The general consensus is that most types are listed as other due to the lack of choices available that do not apply when logging sickness type.

When comparing the sickness data with those from ONS it is clear that TCC's reports align with data that has been gathered nationally.

Department	Total days lost	Total no. working days	Percentage of the year lost to sickness (%)
Café	11	798	1.38
Library	56	1162.8	4.82
TIC	5	684	0.73
Parks	402.5	4993.2	8.06
Town Clerk's	52	5152.8	1.01
		TOTAL Percentage lost to sickness across organisation	<b>3.20</b>
		Average UK sickness absence percentage	2.00

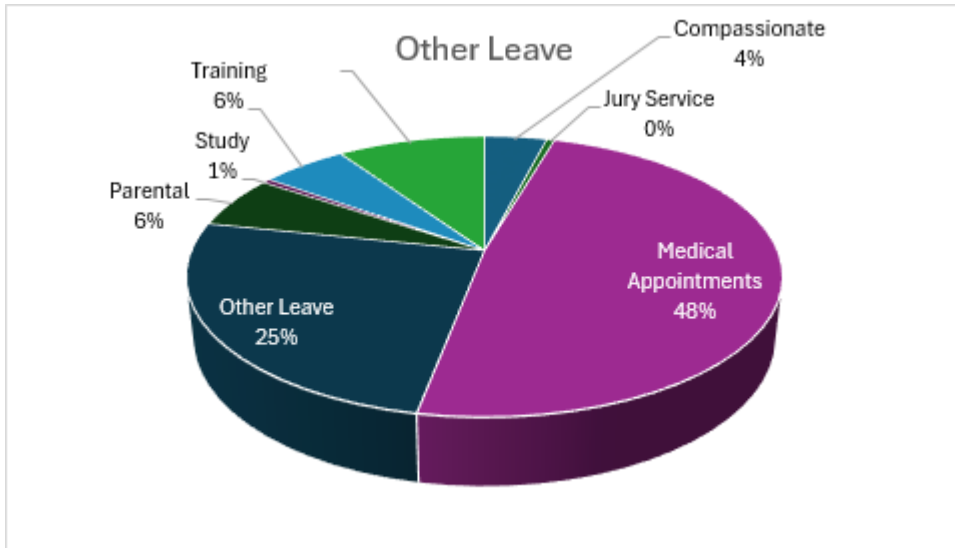
The above table shows the total numbers of days lost due to sickness from September 2024 to September 2025 per department. A percentage has then been calculated for each to show its relevance within the expected number of working days.

As shown above, the Parks and Library departments have the highest sickness percentage. This has been noted by HR and is due to long-term sickness brought on by non-work-related medical conditions.

*Please note – the Town Clerk's Department includes HR, Admin, Finance, SMT, Community Development, Events & Communications, Facilities and Visit Truro.*

*The UK average sickness absence percentage is 2% compared to TCC's percentage of 3.2%.*

## 2.6 Other Leave over the past 12 months



Other leave is a category the Council uses to establish absences from work that do not correlate with annual leave. As shown above the most prominent uses of this are for Medical Appointments, Other Leave and Unpaid Leave.

The use of medical appointments is monitored closely by the individuals line manager and HR (when required). This is particularly reviewed during the Appraisal process which gives the line manager a chance to request further information and if a new or existing health condition could be causing issues or impact future workload and attendance. It is the HR Departments intention during the personnel file audit to obtain updated medical information from all staff to ensure any pre-existing and current medical issues need to be noted and/or reasonable adjustments be added to files. This includes updating First Aiders (with the permission of the employee) with medical conditions should a member of staff have a medical episode at work and how best to support them.

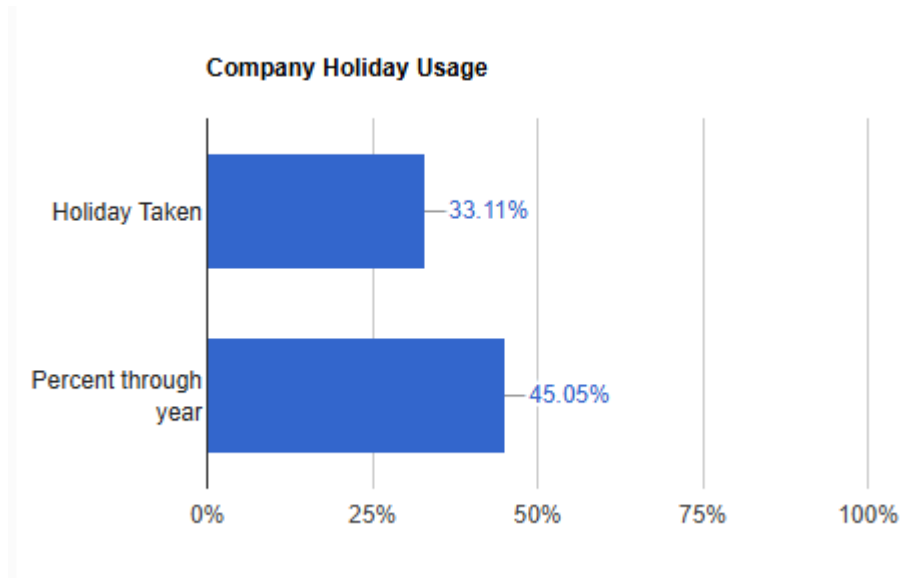
The use of Other Leave and Unpaid Leave are usual used by the zero-hour and casual contracted staff to book in time off as they are not allotted an annual leave allowance but paid this on an accrued basis. It is being considered by the HR Department whether an additional category can be created for this use alone as the Other Leave category is not the intended use.

## 2.7 Company Holiday Usage

As we enter September and our sixth month of the 2025-26 annual leave entitlement year, the below bar chart clearly shows the percentage through the year we are, comparatively with the percentage of holiday taken by staff so far. As the year progresses and we enter the summer season TCC expects the use of annual leave to increase throughout the organisation.

Managers have been asked to remind their staff the importance of taking annual leave and ensuring they plan this out appropriately with their teams to ensure adequate workload cover. All carried over annual leave and TOIL

should now have been used as the deadline of 31<sup>st</sup> May 2025 has passed. The HR Department will review this over the next few weeks and alter staff entitlement accordingly, if required.



## 2.8 Time off in Lieu (TOIL)

TOIL is an important way that TCC manages additional working hours that are accrued for Council Committee meetings, Full Council and other operational activities. Managers have been asked to remind staff to use their TOIL accordingly. A note of TOIL usage in the holiday request notes section aids managers on a visual representation of this being utilised.

## 2.9 Staff Turnover

Every year Truro City Council employs seasonal staff to assist with the peak season of Spring and Summer work which are covered by fixed-term contracts. In turn, this then affects our turnover rates every year. However, every year we predict an average of 3 permanent members of staff to leave the Council's employment.

### Staff Turnover:

- 2023-24 - 11
- 2024-25 - 5
- 2025-26 – 10
- 2025-26 (remaining 6-month forecast) - 2
- 2026-27 (forecast) – 9

(calculated on an average from the data over the past 3 years)

- Exit Interviews – offered to each leaver as an optional process
  - 2025-26 – 2 completed so far

## 3 Benefits for Customers/Residents

- 3.1 Low levels of staff absence due to sickness helps to improve the productivity of Truro City Council which helps to deliver value for money for residents. Diversity within teams can also aid productivity and engagement.

#### **4 Relevant Previous Decisions**

- 4.1 N/A

#### **5 Consultation and Engagement**

Consultation will take place with the Trade Unions over the levels of sickness absence and what can be done to reduce them.

#### **6 Financial Implications of the proposed course of action/decision**

Reducing sickness absence and increasing staff retention and productivity will deliver improved value for money. Conversely high levels of sickness absence carry a significant cost and are often an indicator of poor morale and can cause low productivity.

#### **7 Legal/Governance Implications of the proposed course of action/decision**

Sickness Data Collection is necessary to enable compliance with Truro City Council's legal obligations, for example to prevent breaching health and safety regulations, anti-discrimination rules.

- Truro City Council should distinguish between different forms of sickness absence.
- Authorised short-term absences may include attending medical appointments and sickness absence.
- Truro City Council should investigate the cause of unauthorised absences and respond appropriately.

- 7.1 Authorised absences should be managed in accordance with Truro City Council's policies.

#### **8 Risk Implications of the proposed course of action/decision**

Monitoring of staff sickness and absence will enable HR to identify and analyse trends. This analysis will reduce the risk to TCC of individual problems going unnoticed and not being addressed. It will reduce the likelihood of issues reoccurring if issues are identified and addressed. Monitoring of equality and diversity statistics will enable TCC to positively effect change and reduce the risk of falling foul of the law. Identifying issues will enable TCC to implement reasonable adjustments as required and make changes to working practices.

**9 Options available**

- 9.1 **Do nothing** – Do not monitor or analyse data on sickness levels.
- 9.2 **Other options** – Monitor sickness levels for information only
- 9.3 **Chosen option** – Monitor sickness levels on a regular basis and consult with line managers and employees on next best steps etc.

**10 Supporting Information (Appendices)**

**11 Approval and clearance**

**All reports:**

<b>Final report sign offs</b>	<b>This report has been cleared by (or mark not required if appropriate)</b>	<b>Date</b>
Town Clerk (Required for <b>all</b> reports)		
Deputy Town Clerk (Finance and HR) (Required for <b>all</b> reports)	Esther Greig	16.9.25

Report to:	Staffing Committee	
Date:	22 September 2025	
Title:	Implementation and Management of WorkNest eLearning Platform	
Authors, Roles and Contact Details:	Katrina Randhawa HR Compliance and Safety Officer	
Approval and clearance obtained from chair of committee:		<b>Y / N</b>
Urgency Procedure(s) used? If yes include rationale.		<b>N</b>

### Recommendation(s):

1. It notes the successful internal setup and configuration of the WorkNest eLearning platform.
2. It resolves to support the continued development of job-specific training pathways as part of the next phase of the programme, ensuring training remains relevant, proportionate, and legally aligned.
3. It resolves to approve in principle the upgrade to the LearningNest Enterprise package from 2026–27, as outlined in Section 9.

### Recommendations to Finance and General Purposes Committee

1. That it **resolves** to upgrade to the LearningNest Enterprise package from 2026–27, as outlined in Section 9, and that the additional cost be included in the 26/27 budget setting process.

## 1 Executive Summary

- 1.1 This report provides a structured overview of the internal work undertaken to implement and build the WorkNest eLearning platform for Truro City Council. It outlines the full platform setup process, including configuration, user access, training logic, and compliance alignment. When initially accessed, the system was entirely unconfigured and required work to establish its structure and ensure alignment with statutory duties and organisational needs. This foundational setup work enabled the successful training rollout reported to the Staffing Committee in June 2025. The platform is now live and embedded into the Council's compliance and development framework. The result is a tailored, scalable system supporting statutory training, role-specific learning pathways, and long-term organisational development. All configuration and planning have been delivered internally, without the need for external consultancy, ensuring cost-efficiency and direct alignment with local operational requirements. While the platform may appear simple to end

users, the structure behind it has required detailed planning, legal mapping, and internal system design to ensure full compliance and usability. From the 2026–27 financial year onwards, a paid subscription will be required.

- 1.2 This report therefore also outlines the package options available to meet the Council's operational, compliance, and staff development objectives, and seeks a recommendation to Full Council to add the cost of this package to the 26/27 budget.

## **2 Purpose of Report and key information**

- 2.1 The purpose of this report is to outline the scope and substance of work undertaken to implement and structure the WorkNest eLearning platform for Truro City Council. It details the configuration and alignment work completed to date, highlights the system's current capabilities, and outlines the next phase of development focused on job-specific training. It also sets out the package options for consideration and seeks a recommendation to Full Council for approval of the preferred package, subject to funding being agreed through the Council's budgeting process.
- 2.2 When first accessed, the platform was unconfigured and required full internal setup. While no software development was necessary, significant work has been carried out to align the platform with the Council's operational structure, statutory duties, and internal compliance standards. This work included configuring user roles, organisational branding, and access permissions; manually enrolling staff and assigning training based on role and risk; cross-referencing course content between WorkNest modules and VinciWorks material to ensure statutory coverage; and developing a spreadsheet-based tracking system to monitor compliance, refresher cycles, and timely delivery of training across all roles. The work has been delivered entirely in-house, representing a cost-efficient approach to meeting legal and organisational training requirements and supporting the Council's wider commitment to compliance, staff development, and modern service delivery.
- 2.3 The Council currently benefits from complimentary platform access for the 2025–26 financial year, creating a cost saving within the training budget. From the 2026–27 financial year onwards, a paid subscription will be required, and a decision will be needed on the most suitable package to meet the Council's operational, compliance, and staff development objectives.

## **3 Benefits for Customers/Residents**

- 3.1 While the WorkNest eLearning platform is an internal training and compliance tool, it plays a vital role in supporting high-quality, safe, and legally compliant service delivery to the public. By ensuring that all staff receive appropriate, consistent, and role-relevant training, the Council is better equipped to deliver its functions in a safe, informed, and professional manner.
- 3.2 The platform supports training in areas directly impacting public service standards, including health and safety, safeguarding, data protection, emergency response, and customer service. Now fully embedded, the system

helps maintain clear standards across teams, reduces organisational risk, and strengthens the Council's ability to meet its duty of care to residents.

- 3.3 This contributes to improved operational performance, enhanced legal compliance, and increased public trust in the Council's delivery of local services. In doing so, it also supports the wider goal of maintaining a confident, capable workforce that reflects the Council's values and statutory responsibilities.

## **4 Relevant Previous Decisions**

- 4.1 A formal decision was made by the Council to procure the WorkNest eLearning platform to support compliance training, HR, and Health & Safety services. Following this decision, the platform was internally configured and structured to reflect the Council's statutory duties and operational framework. The successful rollout of staff training made possible by this configuration work was reported to the Staffing Committee on 12th June 2025, covering the implementation phase from April to June 2025. This current report builds on that update by providing a detailed account of the platform's structural development, training logic, and compliance alignment that underpins the system now in use.
- 4.2 Prior to the implementation of the WorkNest eLearning platform, Truro City Council accessed the Cornwall Council eLearning platform, which was limited to approximately 25 employees. This arrangement cost approximate £27 per employee licence per annum and did not provide full organisational coverage, and not all employees received statutory inductions or mandatory training in line with the Health and Safety at Work etc. Act 1974, associated regulations, and other applicable UK legislation. While some evidence of compliance was available, it was incomplete, and the training content was generic, not tailored to the Truro City Council's specific services, roles, or risk profile. As a result, the provision did not fully meet operational needs, and gaps remained in both training delivery and coverage. This created a significant compliance risk, which has now been addressed through the full organisational rollout and structured configuration of the WorkNest platform.

## **5 Consultation and Engagement**

- 5.1 The structural setup of the WorkNest eLearning platform was carried out internally and independently. This involved configuring the platform from an unconfigured state, designing the training structure, aligning content with statutory requirements, and establishing logic for user access, refresher cycles, and role-specific learning.
- 5.2 While this work was predominantly self-led, technical queries were raised with WorkNest support via their ticketing system and scheduled sessions where clarification was required. This limited engagement ensured that setup decisions remained locally appropriate and tailored to the Council's needs.
- 5.3 Internal engagement at this stage focused primarily on verifying system logic and planning future rollout. Early input from managers during the phased access helped validate assumptions made during setup, while a short staff

trial confirmed that the platform functioned as intended. A user feedback survey is scheduled to support continued development, particularly around job-specific training pathways.

## **6 Financial Implications of the proposed course of action/decision**

6.1 There are no immediate new financial implications arising directly from this report. The WorkNest eLearning platform is currently provided at no cost to the Council for the 2025–26 financial year, delivering a one-year saving to the training budget. For context, the previous Cornwall Council eLearning arrangement (see Section 4.2) cost approximately £27 per employee licence per annum and provided limited access for around 25 employees, with restricted compliance coverage. From 2026–27 onwards, a paid subscription will be required, and indicative package options are outlined in **Section 9** (Options Available) for consideration in the future business planning process.

6.2 All configuration, training structure design, and compliance mapping work has been undertaken internally, ensuring that the platform setup is fully aligned with the Council's operational needs, statutory duties, and internal policies. This in-house approach has provided a cost-efficient foundation for the system and is expected to deliver ongoing savings through reduced reliance on third-party training providers. Ongoing platform management will continue to be delivered in-house to maintain cost control, flexibility, and local relevance.

## **7 Legal/Governance Implications of the proposed course of action/decision**

7.1 The configuration and structural design of the WorkNest eLearning platform directly support the Council's statutory obligations under key legislation, including:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The UK General Data Protection Regulation (UK GDPR)
- Safeguarding legislation and statutory guidance

The training structure has also been aligned with Truro City Council's internal policies, including the Staff Induction Policy, Equality and Diversity Policy, Data Protection Policy, and the Health and Safety Policy. This ensures that legal duties and organisational standards are reflected in all training allocations and content mapping.

By embedding these requirements into a centralised, trackable platform, the Council strengthens its governance framework, reduces the risk of non-compliance, and supports consistent application of its policies. The platform also provides oversight through structured reporting and audit trails, ensuring transparency and accountability in staff training and development.

## **8 Risk Implications of the proposed course of action/decision**

- 8.1** The structured setup and configuration of the WorkNest eLearning platform has significantly reduced organisational risk by ensuring that statutory training requirements are clearly mapped, role-appropriate, and centrally monitored. Prior to implementation, the Council relied on a limited Cornwall Council eLearning provision, as outlined in Section 4.2. This arrangement, restricted to approximately 25 employees, did not provide full coverage of mandatory or induction training in line with Health & Safety and wider UK legislative requirements. As a result, statutory training records were incomplete, refresher cycles were inconsistent, and there was limited oversight of staff competence across the organisation.

The new WorkNest structure addresses these compliance gaps by providing:

- A centralised and auditable system
- Clearly defined training pathways
- Automated refresher cycles
- Role-specific course allocations
- Monitoring tools to track completion and flag non-compliance

It is also designed in line with Health and Safety Executive (HSE) best practice to avoid overqualification, reduce training fatigue, and ensure learning is proportionate to role and risk. Additionally, it supports equitable delivery by identifying non-digital staff and ensuring alternative training options, reducing the risk of exclusion or non-compliance due to access barriers.

Areas requiring continued management include the effective management of job-specific training and the need to maintain content relevance in line with evolving legislation. These are being managed through ongoing review, feedback mechanisms, and internal oversight.

## **9 Options available:**

- 9.1 Do nothing** – Allow the current complimentary access to the LearningNest Essentials package to expire at the end of the 2025–26 financial year without securing a paid subscription. This would result in the complete loss of the Council's eLearning platform, removing access to statutory and mandatory training, compliance tracking, and refresher scheduling. Such an outcome would place the Council at immediate risk of non-compliance with statutory duties under health and safety, data protection, and safeguarding legislation.
- 9.2 Other options** – Other options – Remain on the LearningNest Essentials package from 2026–27 by moving to a paid subscription. This would maintain the current platform configuration and statutory training coverage at the lowest annual cost. Essentials would continue to provide access to core compliance courses, compliance tracking, and refresher scheduling, meeting minimum legal requirements. However, it offers a smaller built-in course library and fewer training allocation and scheduling options than higher service levels and does not support SCORM (Sharable Content Object Reference Model) file integration for importing third-party training. It also lacks enhanced features such as advanced training cycle flow management, access to

employee risk assessments within the platform, and detailed compliance reporting. While suitable for minimum statutory compliance, it provides less flexibility for expanding or customising training provision in line with future operational, compliance, and staff development objectives.

- 9.3 **Chosen option –** Chosen option – Upgrade to the LearningNest Enterprise package from 2026–27 at a cost of £5,033 plus VAT. At current staffing numbers this would equate to a cost of £62 per employee.

This option provides the most comprehensive built-in course library, maintains statutory and policy alignment, and offers greater flexibility to meet evolving operational, compliance, and staff development objectives. Enterprise includes SCORM file integration, enabling the import of third-party training content where beneficial, while retaining a broad range of built-in modules to support legal compliance. It also introduces enhanced functionality not available in Essentials, including advanced training cycle flow management, in-platform access to employee risk assessments, and improved reporting and analytics for compliance oversight. This approach future-proofs the Council's training provision, reduces reliance on multiple external providers, streamlines administration, and ensures the ability to respond quickly to new legislative or operational requirements.

## 10 Supporting Information (Appendices)

- 10.1 The table below provides the indicative annual costs (excluding VAT) for the LearningNest Essentials, Premier, and Enterprise packages, based on the Council's projected user numbers for 2026–27.

Users	Essentials	Premier	Enterprise
	Price +VAT per annum*	Price + VAT per annum *	Price + VAT per annum *
<b>71-80</b>	£2,454	£3,068	£4,601
<b>81-90</b>	£2,684	£3,355	£5,033
<b>91-100</b>	£2,904	£3,630	£5,445

- 10.2 The WorkNest eLearning platform is currently being provided to the Council on a complimentary basis for the 2025–26 financial year, resulting in a one-year saving to the training budget. A paid package will be required from April 2026, as outlined in **Section 9**. This costing information should be considered alongside the options outlined in Section 9 to inform the Committee's decision.

## 11 Approval and clearance

All reports:

Final report sign offs	This report has been cleared by (or mark not required if appropriate)	Date

Town Clerk (Required for <b>all</b> reports)	David Rodda	14/08/25
Deputy Town Clerk (Finance and HR) (Required for <b>all</b> reports)	Esther Greig	14/8/25

Report to:	Staffing Committee	
Date:	22 September 2025	
Title:	Operational Improvement for HR and Training Records.	
Authors, Roles and Contact Details:	Katrina Randhawa HR Compliance and Safety Officer	
Approval and clearance obtained from chair of committee:		<b>Y / N</b>
Urgency Procedure(s) used? If yes include rationale.		<b>N</b>

### Recommendation(s):

1. It **notes** this report.
2. It **resolves** to approve in principle to contract with PeopleNest system from 2026/2027 financial year.

### Recommendations to Finance and General Purposes Committee

1. That it **recommends** to Council that it changes the supplier of its internal HR system from April 26, and that the cost be included in the 2026/2027 budget setting process.

## 1. Executive Summary

- 1.1 The Council currently uses BreatheHR as its HR management platform. While BreatheHR provides core HR functions (e.g. recording annual leave, Toil, sickness absence, etc), it operates separately from the Council's WorkNest e-learning system. This separation results in duplicated data entry and fragmented training records, requiring additional administrative time to maintain accurate compliance records.
- 1.2 PeopleNest, developed by WorkNest, offers a fully integrated HR and compliance platform that links directly with the Council's existing e-learning provision. This integration will automatically record completed training within each employee's HR file, improving accuracy, reducing manual input, and strengthening audit readiness.
- 1.3 In addition to the e-learning integration, PeopleNest offers enhanced automation, customisable workflows, advanced reporting, and secure cloud-based document storage. These features will improve operational efficiency, ensure consistent compliance with employment legislation, and provide a more user-friendly self-service experience for staff and managers.
- 1.4 The proposal seeks approval to replace BreatheHR with PeopleNest to achieve these benefits, streamline processes, and provide a more joined-up HR and training management system.

## **2. Purpose of Report and key information**

2.1 The purpose of this report is to seek approval for the replacement of the Council's current HR management system, BreatheHR, with PeopleNest, as part of a wider operational improvement to integrate HR and training records.

2.2 PeopleNest, developed by WorkNest, is an all-in-one HR and compliance platform designed to streamline people management, strengthen legal compliance, and enhance workforce reporting. Direct integration with the Council's existing WorkNest e-learning system will ensure that completed training is automatically recorded within each employee's HR file, eliminating the need for manual updates and reducing the risk of data discrepancies.

2.3 Key anticipated benefits of adopting PeopleNest include:

- Integrated HR and Training Records - All training data from the WorkNest e-learning system will be automatically linked to individual employee profiles.
- Improved Compliance and Audit Readiness - Automated workflows and audit trails ensure HR and training records meet legislative requirements and are supported by clear evidence for audit purposes.
- Operational Efficiency - Reduction in manual administrative tasks, reducing the cost of undertaking these tasks and freeing up officer time for other priorities.
- Enhanced Reporting - Advanced analytics and custom reporting tools to monitor absence, performance, and training compliance in a single system.
- Better User Experience - A single self-service portal for staff to manage personal details, absence requests, and view training history.

2.4 Replacing BreatheHR with PeopleNest will create a more efficient, compliant, and joined-up HR and training management environment, aligning with the Council's strategic objective to modernise internal systems and improve operational effectiveness. The preferred configuration, as set out in Section 10, is the Premier platform with the Performance & Development and Discipline & Grievance modules, which most closely meets the Council's operational and compliance priorities.

## **3. Benefits for Customers/Residents**

3.1 While the change from BreatheHR to PeopleNest is primarily an internal operational improvement, there are indirect benefits for customers and residents:

3.2 Improved Service Delivery - By reducing the time and cost of officer time spent on duplicate data entry and manual record-keeping. If these savings are delivered, they can either be used to reduce the overall costs of Council operations or more capacity can be focused on delivering front-line services.

- Better-Trained Workforce – Integration between HR and e-learning ensures training is consistently recorded and monitored, supporting a more skilled and compliant workforce.

- Enhanced Compliance – Accurate, up-to-date records help ensure the Council meets statutory obligations, reducing the risk of legal disputes or service disruption.
- Quicker Resolution of Staffing Issues – More efficient HR processes and combined reporting enable the Council to identify and address staffing needs, training gaps, and compliance risks promptly, maintaining service quality for the community.

#### **4. Relevant Previous Decisions**

- 4.1 There have been no previous decisions specific to the replacement of the Council's HR management system
- 4.2 The Staffing Committee previously approved the adoption of the WorkNest e-learning platform, which is now in use and will integrate directly with the proposed PeopleNest system to create a single, joined-up HR and training record solution.

#### **5. Consultation and Engagement**

- 5.1 Informal consultation has been carried out with the HR team, who have confirmed that the current separation between BreatheHR and the WorkNest e-learning platform results in duplicated data entry and additional administrative workload.
- 5.2 The HR team expressed strong support for integration between HR and training records, with anticipated benefits including improved accuracy, reduced manual processes, and easier access to up-to-date training histories for audit and compliance purposes.
- 5.3 Feedback from the HR team also identified the need for enhanced functionality in managing staff performance and employee relations casework. This informed the inclusion of the Performance & Development module, which supports structured appraisals, 1-to-1s, and objective tracking, and the Discipline & Grievance module, which provides step-by-step workflows, templates, and audit trails to manage sensitive cases in line with employment law.
- 5.4 WorkNest has confirmed that PeopleNest can be configured to meet the Council's operational and compliance requirements, and that full migration support and end-user training will be provided as part of implementation

#### **6. Financial Implications of the proposed course of action/decision**

- 6.1 Replacing BreatheHR with PeopleNest will involve an annual subscription cost based on employee headcount and the selected package. This will replace the existing annual fee currently paid for BreatheHR. While the annual cost of PeopleNest is expected to be slightly higher, it will deliver greater functionality and value through direct integration with the Council's existing WorkNest e-learning platform and the inclusion of additional modules to support performance management and employee relations.
- 6.2 The current annual fee for BreatheHR is £1,622 + VAT. The recommended PeopleNest configuration the Premier platform with the Performance & Development and Discipline & Grievance modules is £3,659 + VAT per year, representing an increase of £2,037 + VAT. This uplift reflects the additional benefits of full integration with the Council's training platform, automated

compliance reporting, and enhanced case management tools that are not available in the current BreatheHR package. Indicative package costs for alternative configurations are outlined in Section 10.

- 6.3 The one-off setup and training cost for PeopleNest is £1,100 + VAT, which includes migration support, configuration, and end-user training from WorkNest. Ongoing platform management will be undertaken in-house, ensuring cost control, flexibility, and alignment with Council policies and statutory obligations.

## **7. Legal/Governance Implications of the proposed course of action/decision**

- 7.1 PeopleNest is designed in compliance with UK employment legislation and incorporates workflows, templates, and audit trails to ensure that HR processes are carried out in a fair, consistent, and legally compliant manner.
- 7.2 Integration with the WorkNest e-learning platform will ensure training records are automatically updated, providing an auditable record of compliance with statutory and regulatory training requirements.
- 7.3 The platform includes data protection safeguards such as secure cloud hosting, role-based access controls, and two-factor authentication, supporting the Council's obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- 7.4 Adoption of PeopleNest will assist the Council in meeting governance standards by improving transparency, accountability, and record-keeping in line with best practice and audit expectations.

## **8. Risk Implications of the proposed course of action/decision**

- 8.1 Data Migration Risk - Transferring historical employee data and documents from BreatheHR to PeopleNest will require careful planning to ensure accuracy, completeness, and security.

This risk will be mitigated by: WorkNest will provide migration support and data import templates, and the process will be overseen by the HR Compliance and Safety Officer.

- 8.2 Staff Training and Adoption - Users will need time and guidance to adapt to the new system and processes.

This risk will be mitigated by: WorkNest will deliver administrator and end-user training, supported by in-house guidance to ensure smooth adoption and minimise disruption.

- 8.3 Initial Cost Increase – The annual subscription cost for PeopleNest will be slightly higher than the current BreatheHR licence.

This risk will be mitigated by: The additional cost is offset by greater functionality, e-learning integration, and long-term efficiency gains.

- 8.4 Implementation Timescales - Delays in setup or configuration could postpone the benefits of the new system.

This risk will be mitigated by: Implementation timelines will be agreed in advance with WorkNest, and project milestones will be monitored to ensure timely delivery.

**9. Options available:**

- 9.1 **Do nothing** – Retain the existing BreatheHR system. This would maintain current HR functions but would not address the lack of direct integration with the WorkNest e-learning platform. While the e-learning platform provides compliance reporting, training records would continue to be stored separately from HR records, requiring manual updates to employee files. This increases administrative workload and the risk of discrepancies between systems. Reporting on HR metrics and training compliance together would remain a manual and time-consuming process.
- 9.2 **Other options** – Retain BreatheHR and seek a separate technical integration with the WorkNest e-learning system. This could allow training completion data from the e-learning platform's compliance reports to be transferred into the HR system, reducing the need for manual updates. However, this would require additional development costs, possible ongoing integration maintenance, and may not deliver the full functionality of a fully unified platform. This approach would also leave the Council without other PeopleNest enhancements, such as advanced workflow automation, custom reporting across HR and training data in one place, integrated case management, and compliance tools designed for public sector needs.
- 9.3 **Chosen option** – Replace BreatheHR with PeopleNest Premier, integrated with the existing WorkNest e-learning system. This option delivers:
- Automatic transfer of training completion data from the e-learning platform into employee HR records, removing the need for manual entry.
  - Consolidation of HR and training administration under a single provider, simplifying support and contract management.
  - The ability to access up-to-date HR and training compliance information in one place, supporting effective oversight and audit readiness through automated data syncing.
  - Enhanced automation, compliance workflows, and advanced reporting capabilities beyond those available in BreatheHR.
  - Improved user experience for staff through a single self-service portal for HR and training information.
  - Reduced risk of data discrepancies between systems through integrated, real-time updates.

Indicative annual costs and setup fees for the available PeopleNest packages and modules are summarised in **Section 10**.

**10. Supporting Information:**

10.1 The table below provides the indicative annual costs (excluding VAT) for the PeopleNest Essentials, Premier, and optional modules, based on the Council's current headcount (81–90 employees). These figures are subject to confirmation following final package selection and contract negotiation. The recommended configuration is the Premier platform with the Performance & Development and Discipline & Grievance modules, as these align most closely with the Council's operational and compliance priorities:

- **Performance & Development** – Supports structured appraisals, 1-to-1s, and objective tracking, enabling the Council to monitor progress against agreed goals and support staff development in a consistent, auditable manner.
- **Discipline & Grievance** – Provides step-by-step workflows, templates, and audit trails to manage sensitive employee relations cases effectively and in line with employment law, reducing legal and reputational risk.
- **Estimated Recommended Package:** Premier platform with Performance & Development and Discipline & Grievance modules – £3,659 annual + £1,100 setup.

Package / Module	Annual Cost	Setup & Training	Notes
PeopleNest Essentials	£1,829	£400	Core HR system
PeopleNest Premier <i>(recommended)</i>	£2,439	£1,100	Includes Essentials + advanced reporting, workflows, customisation
Performance & Development Module	£610	Included	Objectives, reviews, and development planning
Recruitment & Interviewing Module	£610	Included	Full recruitment and onboarding process
Discipline & Grievance Module	£610	Included	Case management with audit trail
Rota Module	£760	Included	Staff scheduling

10.2 The annual PeopleNest subscription will replace the current annual cost of £1,622 + VAT for BreatheHR. The recommended PeopleNest configuration the Premier platform with the Performance & Development and Discipline & Grievance modules is £3,659 + VAT per year, an increase of £2,037 + VAT. This uplift reflects the added value of direct integration with the Council's existing WorkNest e-learning platform, eliminating the need for manual training record entry, improving data consistency across systems, and enabling combined oversight of HR and training compliance from a single system. It also includes enhanced functionality for performance management and employee relations casework, which is not available in the current BreatheHR package.

**11. Approval and clearance**

**All reports:**

<b>Final report sign offs</b>	<b>This report has been cleared by (or mark not required if appropriate)</b>	<b>Date</b>
Town Clerk (Required for <b>all</b> reports)	David Rodda	13/08/25
Deputy Town Clerk (Finance and HR) (Required for <b>all</b> reports)	Esther Greig	12/8/25