



Managers FAQ's

September 2025

Welcome back after the summer break to all the returning term time Colleagues and Welcome to everyone transferring to Vertas.

All your supervisors, line managers, processes and policy remain very similar to life with Nottingham County Council, but if you do have a question, it may be included in the information below.

If you cannot find an answer to any queries, please speak to your immediate supervisor or manager as you would have done with Nottingham County Council.

Please find enclosed a new Health & Safety Policy. Please replace your Notts CC Health & Safety policy statement (if you have one) on your unit notice board with the new Vertas Policy.

The People Team - What do I do if:

■ Time & Attendance - How do I log in and out

- Process is the same. Cypad for catering and timesheets for cleaners and Grounds all remain the same.

■ A member of the team has called in sick but did not call in to Honeydew. What do I need to do?

- Thank them for letting you know and provide them with the Honeydew contact details to report their absence.

■ A Colleague wants to book holiday but hasn't been set up on MyView.

- All transferring colleagues and new starters will be set up on MyView and will have access from their first date of employment. If the colleague does not appear on MyView then the manager should contact the people team urgently to resolve.

■ Some of my team haven't returned after the summer break?

- Try to make contact with the colleague to understand their intentions. The manager must inform the people team immediately if someone does not return after the summer break.

■ How do you sign in to MyView?

- A user guide will be sent with all welcome packs and is also available on WorkVivo. You will be able to access WorkVivo, when you have provided your email address.

■ I missed the colleague consultation meetings in June, can I see a video of the meeting?

- Yes the meeting can be viewed at <https://www.nottinghamshire.gov.uk/cfmfaqs>.

■ A colleague's pay is incorrect.

- All colleagues should check their details on the welcome letter when they receive it and contact the people team if they have any queries regarding this.

If a colleague has any questions after they have received their pay, they can contact the Group Payroll Team on 01473 944422.

■ How to manage Sickness and Absence from the day sick/away to the day they return in Vertas systems

- <https://vertas.workvivo.com/spaces/45630/pages/honeydew-introduction-absence-reporting>



Schools catering - What do I do if:

- **My food delivery hasn't turned up what do I do?**
 - Process is the same. Contact your immediate line manager.
- **I need to order new chemicals?**
 - The chemicals you used prior to the summer break are the same ones you are using now. Please order when required as you did with Nottingham County Council.
- **My uniform hasn't been delivered yet?**
 - Please contact your supervisor or manager and they will arrange for branded uniform to be brought to site.
- **What happens if I need a supplier set up / onboarded?**
 - If you require a supplier to be set up / onboarded then please speak to your line manager who will seek approval if appropriate.
- **What if I have a supplier that I requested as part of the initial mobilisation process, but it is still not showing as available?**
 - Please info your line manager with details of the missing supplier who will then escalate to the buying team.

IT - What do I do if:

- **My client has asked to speak to a Vertas Manager about the new company.**
 - Please contact your immediate supervisor or manager who will pass this information up the line.
- **The internet or Vertas hardware is not working.**
 - Please contact the IT helpdesk **IT@Vertas.co.uk**.

Health & Safety - What should I do if:

- **A staff member has had an accident where should I report this?**
 - The member of staff should report all Incidents, Accidents, Near Misses, Hazard Spots and Health and Wellbeing Concerns using the SAFE Report form. The form is accessed using the QR code on the poster provided in the service manual update. Managers can access the form, to report on behalf of their staff member, on the homepage of WorkVivo.
- Once the SAFE report form has been submitted, A member of the HSQE team will be in touch to support with the next steps.
- **I have a question or need specific Health and Safety Advice.**
 - A HSQE advisor can be contacted using the HSQE mailbox **healthandsafety@vertas.co.uk**.