

Human
Resource
Management
and
Employment
Law Specialists

Welcome to the HR Insight brochure, where we hope you come away with a sense of how we can help you and the services we provide.



HR Insight was founded to bring a commercial business perspective to human resource management. We are committed to ensuring that we provide practical solutions with a 'can do' attitude, focused on achieving client objectives.

We are engaged by a wide range of clients, both with and without their own in-house HR facilities. In every instance, there is the client's need for a personal service, for employment law expertise and for the resource to manage HR projects and provide on-site support whenever it is needed.

We provide a pragmatic and flexible approach to human resource management. Whether you are looking for ad hoc HR, and or, employment law support from a team of specialists to provide an immediate response or a more structured on-going support arrangement, we have a service to suit you and your business. You can choose from a number of bespoke packages from pay-as-you-go to a specially designed support structure to assist you with your people management agenda and meet your business requirements.

Our team of consultants and employment law advisers are able to provide expert guidance on all of your employee issues over the telephone, via email and in person. We can assist with drafting of documents and letters and provide you with employment documentation including contracts and handbooks that are up to date with current legislation and take into account best practice. We are also able to attend your premises to assist you with meetings with employees or to act as your HR Manager/Director.

We are part of the Kingston Smith Group and, as such, can draw on a wide range of specialists, with the common aim of helping clients succeed.

We hope you find this brochure a useful summary of the services HR Insight can provide but if you have any questions please do not hesitate to get in touch and a member of our team will be very happy to help.

Services we offer

Consultancy

- Remote support for employee matters
- Ad hoc on-site support
- Scheduled operational support
- Scheduled strategic support
- Project management

Due diligence

- Full HR audit
- Employment contracts and company handbook
- Employment documentation, policies and procedures

Employment law services

- Employment law advice
- Settlement agreements
- Employment Tribunal services

Training and development

- Per delegate training
- On-site bespoke training workshops
- Seminars

Recruitment

- Job profiles
- Competency based interviews
- Assessment centres
- Psychometric assessments

Insurance

- Directors' and Officers' Insurance

Payroll solutions

- Fully outsourced payroll management

Access to our network

- Financial advisers
- Disclosure and Barring Service & pre-employment checks
- Occupational health advisers
- Health and safety
- Employee assistance programmes



Remote support for employee matters

Immediately responsive, we will talk you through any issue regarding the employment or performance of your employees. We can help with the procedures that need to be followed in any given situation and the drafting of all the required correspondence to your employees. We will give you:

- Direct advice and assistance relating to your own situation – and designed to meet your objectives;
- Guidance and documentation relating to the appropriate strategy going forward and procedure to be followed;
- Draft correspondence and other documents relating to the situation (e.g. letters to employees, forms, etc.).

Issues advised on regularly include discipline and grievance; absence, conduct and performance; redundancy, salary reductions and short-time working; consulting on changes in terms of employment.

Ad hoc on-site support

If you want someone on-site to manage an issue on your behalf (e.g. investigation, mediation, consultation, disciplinary, grievance or settlement meetings), our team are available to undertake the meeting, or attend with you, to guide you and your managers through the process.

Scheduled operational support

If your business requires a regular HR resource to be available on-site in addition to the telephone support service, this option may be right for you. An Operational HR Consultant will operate a matrix management reporting line to allow your current team to work under our expert guidance while continuing to report to you. The efficiency and smooth running of processes and procedures will be the main focus of the Consultant who will also ensure the implementation and use of processes are adhered to. We will work with your existing team to enable them to understand the basic practices of HR administration and employment legislation.

Scheduled strategic support

If your focus is the long-term goals of your company, any retention initiatives such as incentive schemes for top performers, structure of the team, internal growth and organisational development programmes, then this service may be suited to you. A Strategic HR Consultant will work closely with your senior team to build the people strategy of your business.

Project management

Whether you are looking to review current salaries, implement a new HR system, undertake a restructure or are undergoing a TUPE programme, a HR Project Manager can aid the smooth transition of these projects. The Project Manager will use a mixture of on-site and off-site support to ensure you stay on track with timelines and can reduce the burden on your existing team. This work can be provided on a fixed fee basis or you may elect to use the pay-as-you-go option if the work may occur over a longer period of time.

Due diligence

Full HR audit

A full HR audit reviews all your current practices from recruitment to offer, to employment and termination. It includes:

- Role specifications; recruitment processes and documentation;
- Induction training and probationary performance reviews;
- Contractual and non-contractual terms of employment (contracts, handbooks, procedures);
- Employment documentation (letters, forms, memos);
- Performance management, training and appraisal processes;
- Pay reviews and payroll processes;
- Management of leavers;
- HR systems and processes in place.

The report produced from the audit provides a detailed insight into your current working practices and will make recommendations, where necessary, in order of priority, where improvements may be required.



Employment contract and company handbook

We draft employment contracts and handbooks with three key objectives in mind:

- To meet current legal requirements;
- To protect your business and provide flexibility to deal with any HR and legal issues;
- To clearly communicate the contractual terms and required standards to employees.

Clearly drafted documents are the first way in which any business can reduce the likelihood of costly employment disputes arising and defend themselves against disputes if they do occur.

The project has a number of stages. The initial meeting between you and one of our Consultants to discuss what you require in your contract and handbook; we explain what you need to have and what is optional. A first draft is produced so you can review the tone of both documents before you see the final versions. Implementing the new contracts can be undertaken by our Consultants, or by you with our guidance. A consultative approach ensures that the new documents are received positively, can be relied upon in law and are perceived to be a benefit for both parties.

Employment documentation

We are able to provide all of the documentation to supplement the contract of employment, either as stand-alone documents or as part of a wider project. This includes standard correspondence (offer letters, contract addendums, etc.), forms (medical, training deductions, etc.) and basic policies and procedures (disciplinary, grievance, equal opportunities, etc.). All the documents are provided electronically to ensure the administration is streamlined and simple.

Employment law services

Employment law advisers

All of our clients have access to our employment law advisers who have years of experience in this area.

Employment law advice

The team work closely with our HR Consultants to minimise clients' legal risk, provide advice on complex legal problems and develop the safest strategy throughout the life of a case, taking account of the commercial requirements of the business.

Alternatively, if you are confident to manage your own employee relations issues and simply wish to access information and guidance you can choose to contact our legal advisers directly.

We offer access to our advice in a cost-effective range of ways and many of our clients choose to retain a number of hours of legal support on an annual basis so that they can manage their employment issues as they arise throughout the course of the year.

Employment law advisers with years of experience.

Settlement agreements

If your business requires an individual's employment to come to a conclusion then we will work with you to calculate the contractual and statutory payments due and make suggestions on the most efficient way to organise transactions. We will also draft the necessary Settlement Agreement documentation and conduct all negotiation and correspondence with the employee's legal representative on behalf of the business.

Employment Tribunal services

In the event that a claim is lodged at the Employment Tribunal we will work closely with you and manage the defence of the claim on your behalf. This will include managing Employment Tribunal correspondence, undertaking inspection and disclosure, drafting the legal documents, preparing the witness statements and organising bundles for the hearing.

We will also liaise with ACAS and/or the Claimant's legal representatives throughout the process to ensure that any mandatory conciliation is handled effectively. We can also mediate and negotiate with the employee's representatives regarding settlement, if this is commercially viable.

At the hearing itself, we will either present the case directly or instruct and brief Counsel on your behalf, maintaining close contact and keeping you informed of developments throughout the process.

Training and development

Per delegate training

Throughout the year, we run a number of *HR for Non-HR Managers* and *Employment Law for HR Practitioners* training sessions. Access to these training days is not limited to our clients and more details of these courses are available on our website. Alternatively one of our team would be pleased to advise you regarding upcoming dates and availability.

We can also run these sessions on your premises for your employees. Group rates are available so please ask us for more information.

On-site training days

If you feel you and your management team would benefit from training or a more in-depth appreciation of a particular subject area then we are able to run training sessions on your site.

We are committed to providing training support as flexibly as possible to our clients. Our sessions are branded as *Time With An Expert*, and can be as long or as short as you wish, assuming (of course) all the topics can be covered in this timeframe.



Typical training programmes of this kind cover the key HR topics:

- Getting recruitment right (what you can and can't say at interview);
- Getting the most out of performance review meetings;
- Dealing effectively with disciplinary and grievance issues;
- Absence management and return-to-work interviews.

We are committed to providing training support as flexibly as possible to our clients.

The majority of our clients who take advantage of these workshops typically appoint us to run a session with managers for one to two hours, with many running them over a sandwich lunch. This is a very cost effective way of ensuring managers gain new skills, understand the pitfalls and apply a consistent approach across the business.

Seminars

We schedule regular seminars to discuss current employment law and HR management issues. Further details regarding topics and planned dates can be found on our website.

Recruitment

Employment legislation

The law provides a range of protection to candidates during the recruitment process, even if they are not subsequently recruited to the role. We aim to help employers understand the features of a comprehensive and engaging recruitment process as well as offer advice about how to avoid potential issues arising.

Job profiles

Getting the right person for your business starts with drafting the job profile to fit with your organisation. Our Consultants are able to assist you in looking at the gaps within your company and drafting role descriptions which meet these requirements.

Competency based interviews

In some cases conducting an interview is your only opportunity to fully assess the candidate against your requirements. It provides you with an opportunity to showcase your organisation and the candidate a chance to let you know why they are the best-fit for the role and the organisation. Getting it wrong could leave you without the right employee and could cost you more in time and money removing them and finding a replacement.

Our team have a wealth of experience guiding clients through the interview process, providing a structure for competency or evidence-based questioning and helping you to find the right candidate, either prior to the interview or at the interview itself.

Assessment centres

If your recruitment campaign means you are seeing a large number of candidates or you require a person whose working style will fit with your existing team, then an assessment centre might be right for you. Our Consultants work with you to understand the competencies you need and devise appropriate assessment activities. Some key competencies include:

- Team working;
- Effective communication;
- Leading and persuading;
- Achieving results.

Whether you want to run the assessment centres yourself or you would prefer us to do it, these are a great way of observing candidates in testing situations to see how they interact with others and cope with pressure.

Psychometric assessments

We use a number of psychometric tools which can provide a real insight into a candidate and the way they prefer to work. Our team can advise you about the tools which are right for your campaign.

Understand the features of a comprehensive and engaging recruitment process.

Our unique insurance policy

The cost of ending up at an Employment Tribunal defending your actions is a costly business. Even if the correct process has been followed, an employee can still make a claim against you, their employer. Regrettably, despite following a prescribed and legal process some employees believe they can get large settlements or compensation payments via the Employment Tribunal system.

Having insurance in place means that in the event that one of your employees does make a claim against you (and provided that we have approved any action you have taken to lead to this claim) all the costs associated with defending the claim, and any compensation awarded by the Employment Tribunal, are paid for by the insurance, subject to the terms of the policy.

All clients have access to our unique Directors' and Officers' insurance policy, a summary of which is below; please refer to the full policy wording for exact details of cover.

The standard policy carries an excess of just £250 for our clients and covers:

- £250,000 defence costs and compensation per Employment Tribunal claim, and up to £250,000 in any one year. This can be increased to £500,000;
- Insured protection for all Directors and Officers of the organisation which provides cover in the event an employee attempts to pursue an individual Director or Officer;
- The ability to cover employment disputes throughout the EU;
- Up to £75,000 cover for employee dishonesty enabling you to claim for damages in the event that an employee's dishonesty or fraud has caused your organisation a direct financial loss;
- Cover if you are subject to an investigation under the Health & Safety at Work Act 1974.

HR Insight is authorised and regulated by the Financial Conduct Authority.





Confidential payroll management

We work closely with Kingston Smith's payroll team to advise clients who are looking to outsource their payroll. Whether motivated by reasons of confidentiality, cost effectiveness or streamlining, we will work with you to achieve an efficient and professional information service – ensuring you still feel in control.

The payroll team manages client payroll processes in a timely and confidential manner. They will support you with the management of the data and advise you of changes announced by HMRC. They will work with you to find the processes that work best for transferring pay information from you to them and put in place any documentation needed to facilitate this.

Clients are provided with a dedicated member of the payroll team.

Clients are provided with a dedicated member of the payroll team to ensure continuity of support and knowledge of your organisation's procedures. We appreciate that changing the way you manage payroll can be tricky and will work with you to minimise any disruption so that a seamless solution is provided.

Across to our network

Financial advisers

We retain financial advisers to provide our clients and their employees with advice and information on employee benefits, pensions, private medical schemes, life assurance, and other insurance-related benefits. They work closely with us on collating information in respect to employee benefit schemes, and provide essential tax advice on benefits provided by companies to employees.

Disclosure and Barring Services (DBS) & pre-employment checks

Whether driven by legislation or by your clients' requirements, you may decide to undertake DBS (criminal record) checking on your employees or prospective employees. We retain a screening partner who can undertake DBS checks as well as pre-employment screening assessments such as financial, education and qualification checks on your behalf.

Occupational health advisers

We retain a partner organisation to provide us with occupational health support including reviewing pre-employment medical questionnaires and carrying out medical examinations both pre-employment and when assessing fitness to work. Additionally they can undertake workplace assessments and provide reporting on long-term absences. Having access to a medical and occupational health network is essential in managing employee absence.

Health & safety

We retain a partner organisation to advise our clients on matters relating to the management of risks relating to fire and health and safety. They can provide support in the auditing of your current arrangements, carrying out or training your team in risk assessments, producing health and safety training manuals, policies and procedures and advising in respect to the day-to-day health and safety issues that may occur. A full quotation can be provided upon request.

Employee assistance programmes

Through our network we can refer you to an employee assistance programme (EAP). Employees and their extended families are able to access unlimited support 24 hours per day, 7 days per week on a complete range of personal issues (including debt, financial, legal, bereavement, stress, workplace issues and counselling). A full quotation can be provided upon request.



Contact us

Romford

Orbital House
20 Eastern Road
Romford, Essex
RM1 3PJ
T 01708 758958

Heathrow

Middlesex House
800 Uxbridge Road
Hayes, Middlesex
UB4 0RS
T 020 8848 5500

St Albans

105 St Peter's Street
St Albans, Herts
AL1 3EJ
T 01727 896000

City

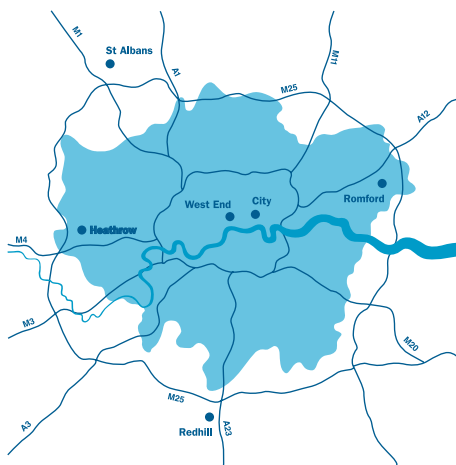
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HR Insight Limited



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Helping clients succeed