

Supporting the
Voluntary and
Community
Sector

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What we do

Every employer needs to keep on top of employment legislation and ensure they have systems and processes in place to prevent employment problems arising.

We help employers understand their responsibilities as well as their rights; we put in place pragmatic solutions to everyday employment issues and; we work with employers to ensure the HR elements of their business plan are met.



We came across 'HR Services Partnership' through a recommendation from a colleague and since then CCA has always had access to first class advice and support from a friendly and charming group of professionals. At no time have 'HR Services Partnership' provided anything other than an excellent level of professional advice and support. A 'first class service' from a 'first class firm'.

Michael Jones, Chief Executive, Stonepillow

Absence problems

Appraisals

Contracts of
Employment

Discipline

Dismissals

Flexible Working

HR audit

Grievances

Health & Safety

HR Administration

Interviewing

Interview questions

Investigations

Job Evaluations

Maternity Leave

Paternity Leave

Pay Structures

Recruitment

Redundancy

Stress at Work

Staff Handbooks

Staff Welfare

Stakeholder
pensions

Strategic HR

Trade union issues

Training

TUPE

Workforce
Planning

How we work

Our Consultants

All our consultants are fully qualified members of the Chartered Institute of Personnel and Development, with an excellent track record of working with organisations in the sector.

Retaining our services

This gives you the peace of mind of knowing that there is someone at the end of the phone who knows your organisation, and can give tailored advice when you need it.

The retainer service is offered at a discount and has the benefit of allowing you to spread the cost.

'Pay as you go'

For those who need only occasional support or need a specific project completed.

Packages for NCVO Members

Members of NCVO can benefit from a package of discounted services which they receive for a fixed price.

Employment tribunal insurance

We can also give you a quote for insurance against the costs of defending a tribunal claim, including the costs of an award.

*"The HR Services Partnership are **always at the end of a phone when we need them** and the support package available helps us keep costs down while not compromising on service."*

Andy Burman, Chief Executive, British Dietetic

Telephone advice

Drafting letters

Attending staff meetings

Investigations

Supporting you at disciplinary meetings

Supporting you at grievance meetings

Preparing for employment tribunals

Consulting with staff

Coaching managers

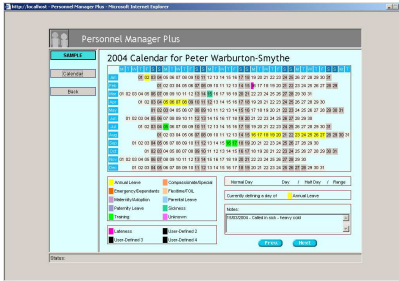
Drafting reports

Liaising with occupational health

Attending Board meetings

Preventing problems

Preventing staffing problems is about combining efficient administrative systems, effective contracts of employment, well written staffing policies and training supervisors and managers to operate them.



Flexible hr administration

We provide a paper or computer based admin system. Our web based personnel software can be used as part of an outsourced hr administration service or you can run it yourself. It is a highly intuitive piece of software which is designed to make your hr administration easy to run. What's more there are no up front capital costs or licence fees. For further details see www.tristarcomputing.com/PAPER-Presentation

or call Jerry Taylor on (01403) 240 205

Policies and procedures

We pride ourselves in producing reader friendly policies and procedures which reflect the culture and style of your organisation.

Contracts of employment

Getting these right can protect your organisation and add clarity to the employment relationship. We work with you to develop a contract which specifically meets your needs and which you can use time and again.

Training for managers and supervisors

We provide a range of 'bite-size', half and one-day courses specifically designed to help supervisors and managers manage staff more effectively. Ask us for our training brochure or contact Maria Aguilar on (01403) 240 205 or maria@hrservicespartnership.co.uk to discuss your requirements.

"HR Services Partnership has been advising us for 2 years. Their efficiency and high standards of work provide an outstanding customer service while maintaining an understanding of our company needs."
"Outstanding customer service"

Lisa Paine,
Worthing Homes

Project work

There are times when you might require more than day-to-day support. We regularly undertake projects aimed at securing longer term improvements to a client's organisation. This might include work to support the business plan and achieve longer-term benefits or work to solve a specific problem. Examples of project work include:

Introducing a job evaluation process

Reviewing the organisation's salary structure

Introducing a flexible benefits scheme

Introducing appraisal schemes including a 360 degree appraisal for a Chief Executive and appraisal schemes for Board members

Reviewing the effectiveness of an organisation's structure and roles

Devising and running recruitment programmes for Chief Executive and other senior positions

Devising and helping to implement a strategy for reducing absenteeism

Conducting an audit of personnel systems and processes

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Partners we work with



"We have tested out a range of HR Services Partnership's services, from undertaking a strategic organisational review to detailed and specific HR advice on personnel matters to management training. Their response has always been prompt, professional and cognisant of the needs of the voluntary/ community sector. In addition, advice is explained in such a way as to increase our own understanding of legislative and other requirements. They have taken the fear out of some of the most recent and, from the employer's standpoint more onerous, legislation and enabled us to deal with some key personnel matters effectively, making this a stronger organisation.

Sue Dovey, Chief Executive,
Community Action, Hampshire

Employment law

Employment legislation is becoming increasingly complex and occasionally you might need the assistance of a lawyer. We have teamed up with a specialist firm which enables you to access specialist expertise when you need it, on a cost effective basis.

Insurance

We work in partnership with an insurer to provide an indemnity, so providing you have followed our advice, then any tribunal costs awarded are covered by insurance allowing you total peace of mind. Please call us for a quote.

Occupational Health

Our Occupational Health consultant can conduct pre-employment health screening, seek medical records, conduct occupational health audits and provide counselling for staff.

Health and Safety

Our qualified and experienced Health and Safety Consultant helps you keep up to date with all your health and safety requirements. From writing policies, producing your risk assessments and method statements, to answering queries and training staff in safe lifting and general safety.

Supporting the Board



We are increasingly being asked to work with Chief Executives and their Boards on a range of more specialist services including

- providing guidance and training regarding Board recruitment and appraisal,
- providing guidance and support to manage the relationship between the Board and the Chief Executive,
- supporting the Chief Executive by providing mentoring and
- advising Boards with strategic HR planning

Boards and Chief Executives with existing in-house HR can benefit from the broader experience offered by a consultant. In particular a consultant will bring experience of working with a wide range of organisations, problems and projects.

Our services also complement an internal HR department by offering a 'safe' and confidential sounding board for sensitive organisational issues.

"Having worked with the HR Services Partnership in my previous organisation, I did not hesitate to appoint them again when my current organisation required specialist HR input. HR Services Partnership has provided excellent advice and guidance on a range of strategic and operational HR issues. The service is personal, sensitive, insightful and supportive. We are now employing an interim HR Manager but retain HR Services Partnership to provide strategic and specialist input when required"

Christine Asbury, Chief Executive

Training for line managers

We offer a wide range of courses aimed specifically at line managers. Here is a selection of our most popular courses.



"...thank you for the training. It was extremely informative and I have received some very positive feedback."

Taking the risk out of recruitment (1 or 2 day)

This session looks at how a systematic approach to recruitment can improve your success rate.

Handling Problem Staff – Law and practice

This session aims to take delegates through the basic employment law requirements of handling a range of typical staffing problems including absenteeism, incapability and disciplinary problems.

Stress at work (Half or one day session)

Designed for employers who need to understand what they can do to avoid problems of stress at work and the possibility of claims against them.

How to supervise and appraise staff effectively

This session allows managers and supervisors to understand the key skills and processes involved in supervising and appraising staff effectively including giving constructive feedback, listening skills, diffusing problems and how to ask the right questions.

Employment law for line managers (Half or one day session)

This session covers employment contracts and changing these, dismissals, entitlements to time off, and discrimination law. Delegates can also take advantage of a very useful and extensive 'Question & Answer' session.

Managing Absence

This training which can be delivered as part of an overall strategy aimed at improving attendance looks at how organisations can contribute to creating an attendance culture, handling return to work meetings, maintaining contact during long term absence, and handling the initial formal stages of the absence management process.

"...was unexpectedly valuable and thorough, full of useful insight and examples."

Training course delegate for

"Ensuring a fair and thorough recruitment process"

The training also covers the legal aspects of responding to long-term and persistent short-term absence and looks at the motivational aspects of high absence.

Health & Safety Risk Assessments workshop

Delivered as a half-day introduction or full-day workshop. Delegates will acquire knowledge of the legislative requirements as well as some practical skills. The course can be delivered in the workplace and include working through actual risk assessments which need to be completed.

Introduction to Health & Safety

Designed for managers and supervisors who need an introduction to the main legislative requirements as well as a good understanding of what they can do to prevent accidents in their area of control.

Equality & diversity



We understand that one of the elements which can make an organisation successful is a workforce that is reflective of the a diverse workforce isn't enough. We recognise that organisations need to have good employment policies and practices in place which support equality and diversity.

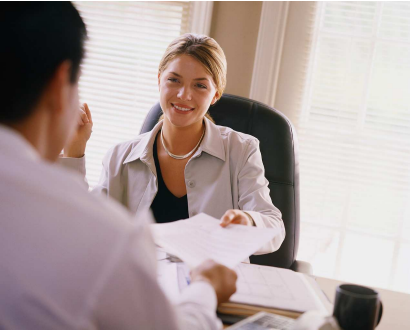
We see our role as:

*"I think that you have all been wonderful at HR and have made the whole recruitment procedure **stress free and easy**. As a result of your involvement I feel confident and comfortable with the whole process and the outcome, so many many thanks."*

Karen Sorab, Chief Executive , Rainbow School

- helping organizations understand their responsibilities
- advising on how to construct policies and procedures to meet their responsibilities and aspirations
- keeping up to date with best practice and latest developments
- supporting and advising managers in implementing good practice

Contact us



To speak to one of our consultants about a current employment query or to find out more about what we can do to help your organisation be more successful

*"We have found the support and guidance of HR Services invaluable. They have provided us with sound advice when we needed it and have helped us to develop our day to day practices. They are friendly, professional, responsive to our needs and always deliver what we need when we need it. **An organisation like this is a rare find.**"*

*Laura Borland,
Director*



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Some of our Clients

Abbeyfield Kent Society
Age Concern East Sussex
British Dietetic Association
British Society for Haematology
Chichester District Voluntary and Community Action
Child Accident Prevention Trust
Cockpit Arts
Community Action Hampshire
Compassion in World Farming
Eleanor Palmer trust
Electoral Reform Society
English Rural Housing Association
Equality Challenge Unit
Habitat for Humanity (GB)
Hammersmith Charities
HAP UK
Jigsaw
Just Advocacy
LGG
Morden College
Mosaic Clubhouse
National Youth Agency
Pfege
Rainbow School
RAISE (*Regional Action in the South East*)
Richmond Users and Independent Living Association
Royal Sailors Rest
Social Enterprise Coalition
Society of the Little Flower
Southern Association of Voluntary Services
Stonepillow
The Fatherhood Institute
Union of Brunel Students
Voluntary Action Lewisham