

# CapFix

## Peace of mind HR support packages

### Key features:

- *Instant HR support by phone*
- *A fixed fee*
- *Legal assurance*
- *Unlimited access to Capsticks' knowledge database*
- *Health, Housing and Social Care specialists*
- *Legal expenses insurance*

Employment law continues to move at pace and remains very technical. It's therefore essential that your organisation has access to **expert, ready advice** to protect your resources and reputation without unforeseen or escalating costs.

At Capsticks we have a range of flexible HR support packages (**CapFix**) for all your day to day needs at a **fixed, competitive monthly fee**. All our packages feature a telephone **helpline accessible 24/7** so you can get a simple 'yes' or 'no' answer to a problem or use us a sounding board, without worrying about the clock ticking. All HR advice will be **backed by lawyers where necessary**.

The packages are **completely flexible**. You can:

- subscribe into or out of the service as your HR team or organisation changes
- upgrade or downgrade your package at any time
- select "bolt-on" options to supplement your package as and when you might need.

We have been a **leading national law firm** to the not-for-profit sector for over 35 years, including housing, health and social care. We are consistently ranked top for employment advice, having one of the strongest specialist employment teams in the country. Our **expertise** means we get to the heart of the matter quickly and cost-effectively every time. All our advice is set in the specific regulatory context in which you operate - we understand your dual business and social imperatives.

Our 35 HR experts work alongside a team of 50 employment lawyers delivering high quality support to a specialist client base.

***Our joined-up approach delivers more than just the law, freeing you up to concentrate on your core services.***

## CapFix packages

CapFix Pro	CapFix Plus	CapFix Premium
<ul style="list-style-type: none"> <li>24/7 access to expert legal helpline</li> <li>Policies &amp; procedures tailored to your organisation</li> <li>Database of FAQs, precedents &amp; guidance notes tailored to your organisation</li> <li>Unlimited access to "hot off the press" HR bulletins &amp; e-alerts</li> <li>Unlimited access to our national training, seminar &amp; mock Tribunal events</li> <li>Legal expenses insurance for added peace of mind</li> <li>Legal healthcheck of key policies &amp; procedures including disciplinary, grievance, bullying/harassment &amp; whistleblowing</li> </ul>	<ul style="list-style-type: none"> <li>24/7 access to expert legal helpline</li> <li>Policies &amp; procedures tailored to your organisation</li> <li>Database of FAQs, precedents &amp; guidance notes tailored to your organisation</li> <li>Unlimited access to "hot off the press" HR bulletins &amp; e-alerts</li> <li>Unlimited access to our national training, seminar &amp; mock Tribunal events</li> <li>Legal expenses insurance for added peace of mind</li> <li>Legal healthcheck of key policies &amp; procedures including disciplinary, grievance, bullying/harassment &amp; whistleblowing</li> <li>Tailored contracts of employment/ service agreements</li> <li>Annual tailored training sessions/ surgeries</li> </ul>	<ul style="list-style-type: none"> <li>24/7 access to expert legal helpline</li> <li>Policies &amp; procedures tailored to your organisation</li> <li>Database of FAQs, precedents &amp; guidance notes tailored to your organisation</li> <li>Unlimited access to "hot off the press" HR bulletins &amp; e-alerts</li> <li>Unlimited access to our national training, seminar &amp; mock Tribunal events</li> <li>Legal expenses insurance for added peace of mind</li> <li>Legal healthcheck of key policies &amp; procedures including disciplinary, grievance, bullying/harassment &amp; whistleblowing</li> <li>Tailored contracts of employment/ service agreements</li> <li>Annual tailored training sessions/ surgeries</li> <li>Agreed number of Settlement Agreements per year</li> <li>HR Advisory support provided by specialist HR professionals</li> </ul>

## Notes:

### Legal expenses insurance

The policy covers the cost of all legal expenses including solicitors, barristers and court fees. It also covers certain awards and compensation in the employment tribunal. Cover is arranged through Temple Legal Protection Ltd. Contact us for full details of cover, exclusions and a quote.

### HR Advisory / Consultancy Support Option

As much or as little additional HR support as you may need, from carrying out a one-off independent grievance/whistleblowing investigation to a fully outsourced HR function encompassing recruitment, pay and reward, training and coaching, organisational design and full employee relations support. Talk to us about what you might need.

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## What do the packages include ?

- 24/7 legal helpline – unlimited telephone advice and support for specific members of your HR team or managers
- Monitoring the legal helpline to highlight any recurrent issues or possible skills gaps
- Review of brief correspondence & relevant background documentation
- Brief written advice if required
- Six-monthly service reviews with debriefs for your teams or managers if required

## What's Not Covered?

- Work on specific/sizeable projects (eg redundancy, reorganisation, changes to employment terms and TUPE staff transfer projects)
- Work on employee relations cases which have become protracted and/or complex

We can provide a separate quote for the above on a fixed or indicative fee basis.

*‘Barndoc Healthcare Ltd is a company providing GP out of hours services to around 1 million residents in North London and has a turnover of £7m per annum. Capsticks HR Advisory Service has provided Barndoc with outsourced HR advice and support since April 2013. The quality, responsiveness and cost effectiveness of the service provided by Capsticks both in terms of operational and strategic support has been excellent and I would fully recommend Capsticks to organisations such as ourselves who are looking for a high quality, value for money HR service.’*

Alan Levett, Chief Operating Officer, Barndoc Healthcare Ltd

*“The legal support I have needed from Capsticks has ranged from the breadth of routine local case work through to the labyrinthine processes... their straightforward, logical and practical approach has enabled us to progress some difficult cases and preserve the organisations’ interests”.*

Denise Harmin, Director of HR, Royal Wolverhampton Hospitals NHS Trust

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Please feel free to contact us to discuss any of our **CapFix** packages.




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