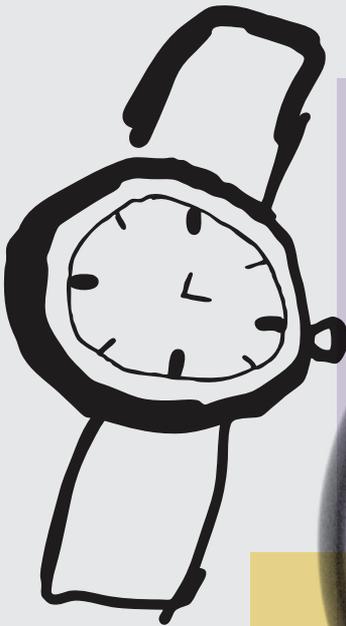
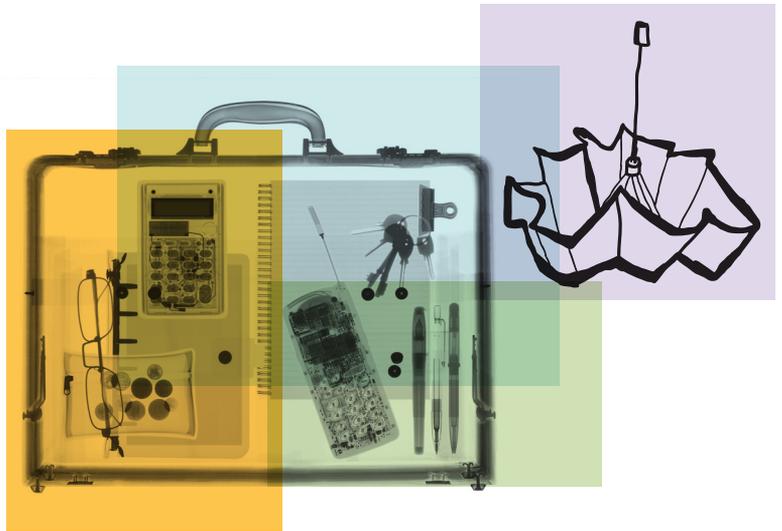


Employee Relations Support Services



Helping to meet your HR needs

The pressures on HR teams have never been greater. In order to help your organisation meet the challenges of an ever-changing landscape, whether it be reducing back office costs, streamlining systems and processes or achieving financial balance, your HR function is constantly having to change and adapt.



Developing a workforce to meet new challenges whilst juggling everyday operational issues can be difficult. We are a firm that works across all sectors both public and private and understand the challenges you face. Capsticks' HR Advisory service (HRA) was initially developed as an outsourced employee relations service but has since been developed in line with the needs of our clients to encompass other broader HR offerings. Whichever service you use, we work in partnership with your HR team to help you deliver results.

Our employee relations team deals with the time-consuming day to day employee relations issues, leaving your team to manage and develop your staff or concentrate on business objectives. We advise and support your line managers to ensure these complex issues have effective and reliable outcomes.

We will provide a service tailored to your needs – you can select from a menu of services to suit your organisation.

What Capsticks HRA offers and how it works

You will receive a dedicated client manager who will ensure that our service is tailored to the way that you work. We will work to an agreed Service Level Agreement guaranteeing response times and key performance indicators, and adherence to best principles of client service. Monthly reports and client care meetings will help you keep track of the service.

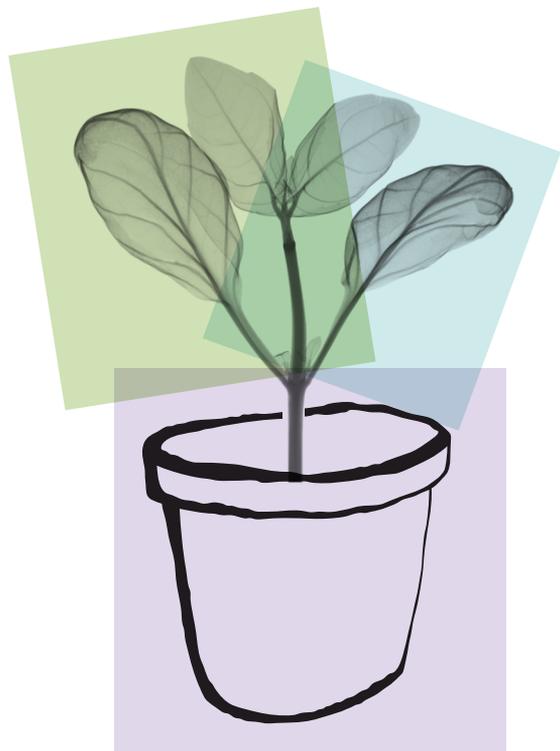
Your managers will liaise directly with our specialist HR advisors on day-to-day HR issues. Our advisors will provide all the support they need, via phone, via email and on site, as the need arises. We use a sophisticated call and response system and a fast and effective case management process. In addition we run an out of hours service. You are covered from all angles, at all times.

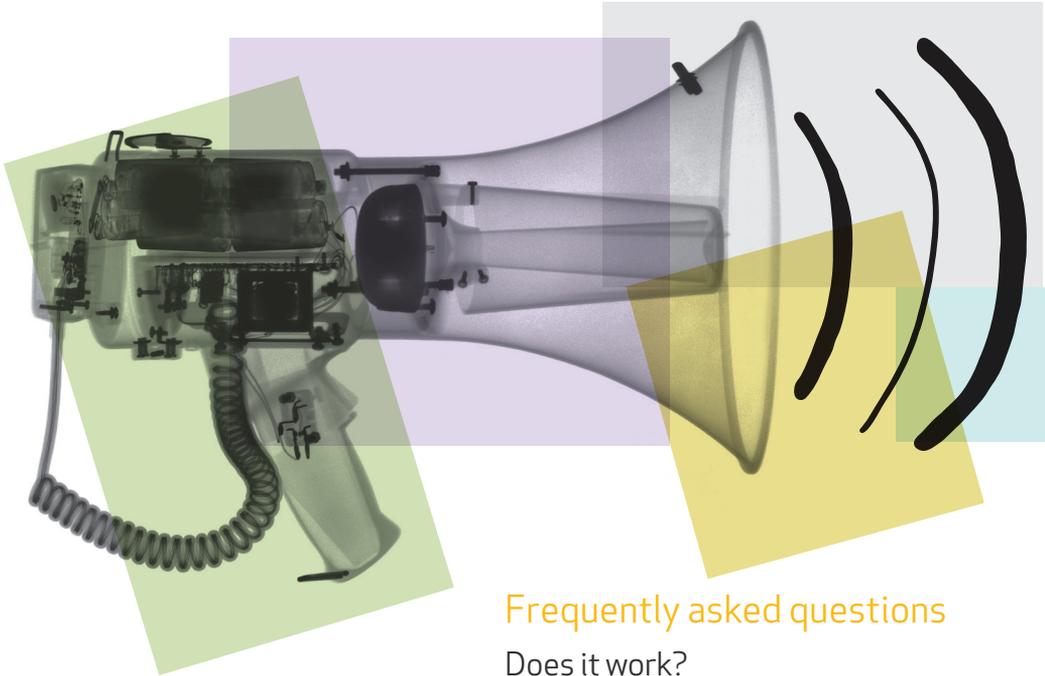
As well as the base service offering we are able to provide a range of additional services. We can tailor the service to meet your needs as an organisation.

- Training
- Policy development
- Best practice guidance
- Independent investigations
- MHPS cases
- HR consultancy projects
- Employee relations and absence management
- Recruitment and general advice
- Benchmarking data

The benefits

- We nip problems in the bud by providing you with fast, accurate advice as soon as a problem arises.
- Your HR managers and operational staff spend less time dealing with problems and more time developing your workforce, enhancing employee engagement and realising business objectives.
- By working closely with your line managers, we help to develop their management capability.
- You save time and therefore money and can focus your efforts on more strategic HR development.
- As well as our team of experienced advisors, we have instant access to over 30 employment lawyers, leaving your organisation less exposed to risk.
- We can provide HR consultancy input to resource projects your team does not have time for.
- Monthly management reports will help you to identify issues or training needs across your organisation.





Frequently asked questions

Does it work?

Yes. Capsticks HRA works for a range of organisations – they have experienced visible improvements after using the service. A number of large employers have renewed their service level agreements for a second three year term – a good indication of success.

Will my managers use it?

Once managers use the service, they welcome the reality of having accurate technical support and advice as soon as an issue arises. It enables them to manage effectively with the right level of support.

What if my problem requires senior level input?

We can offer advice and input from a very experienced team gained in senior positions from large employers.

What if I want to know more?

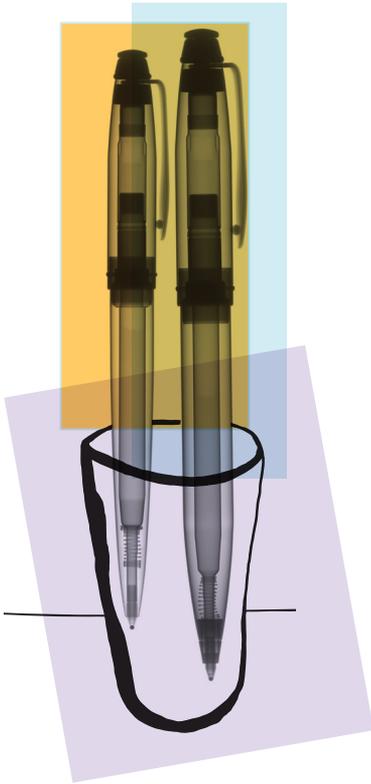
If you would like to know more about Capsticks HRA and how we can help your organisation, please call us for an initial conversation or to arrange a visit.

Why Capsticks HRA?

All of Capsticks' HR advisors have worked within HR teams for employer organisations, are highly experienced and are familiar with many of the issues your team deals with. They also have direct access to Capsticks' employment lawyers who are specialists in their field.

What does it cost?

We charge an agreed fix rate based on the bespoke service you wish to commission.



Don't take our word for it

What is it really like to work with us?
The best people to ask are our clients:

“The service provided by Capsticks HRA has been of a high quality and their delivery of the agreed key performance indicators has been met consistently.”

Nick Hayes, The Pennine Acute Hospitals NHS Trust

“We introduced the Capsticks HR Advisory service in Dartford and Gravesham in 2009 as our internal HR team were disproportionately focused on individual ER cases, which meant that some important but less immediate challenges were taking a back seat. As a result of the successful introduction of Capsticks service, HR now work much more closely with our managers on the operational and strategic HR issues that are most important to the Trust.”

Andy Brown, HR Director at Dartford & Gravesham NHS Trust

Our partnership with NHS Employers

Now in its seventh year of operation, Capsticks HRA has established a track record of delivery with a wide range of NHS organisations. Our collaboration with NHS Employers provides a platform for us to extend these partnerships to a wide range of NHS organisations in the new landscape on a national basis.

Our client list includes:

- Surrey and Sussex Healthcare NHS Trust
- Dartford and Gravesham NHS Foundation Trust
- Northumberland, Tyne and Wear NHS Foundation Trust
- Pennine Acute NHS Trust
- Medway Community Healthcare NHS Trust
- Heatherwood and Wexham NHS Trust
- East and North Herts NHS Trust
- Epsom and St Helier NHS Trust
- North East London Commissioning Support Unit
- Southern Health NHS Foundation Trust
- East Sussex Healthcare NHS Trust
- Public Service Ombudsman for Wales
- Ashford and St Peter's NHS Foundation Trust
- Barndoc Healthcare

Like to know more?

Please visit our website: www.capsticks.com or if you would like to speak with us, please call one of our team on the attached teamsheet.

Your key contacts



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