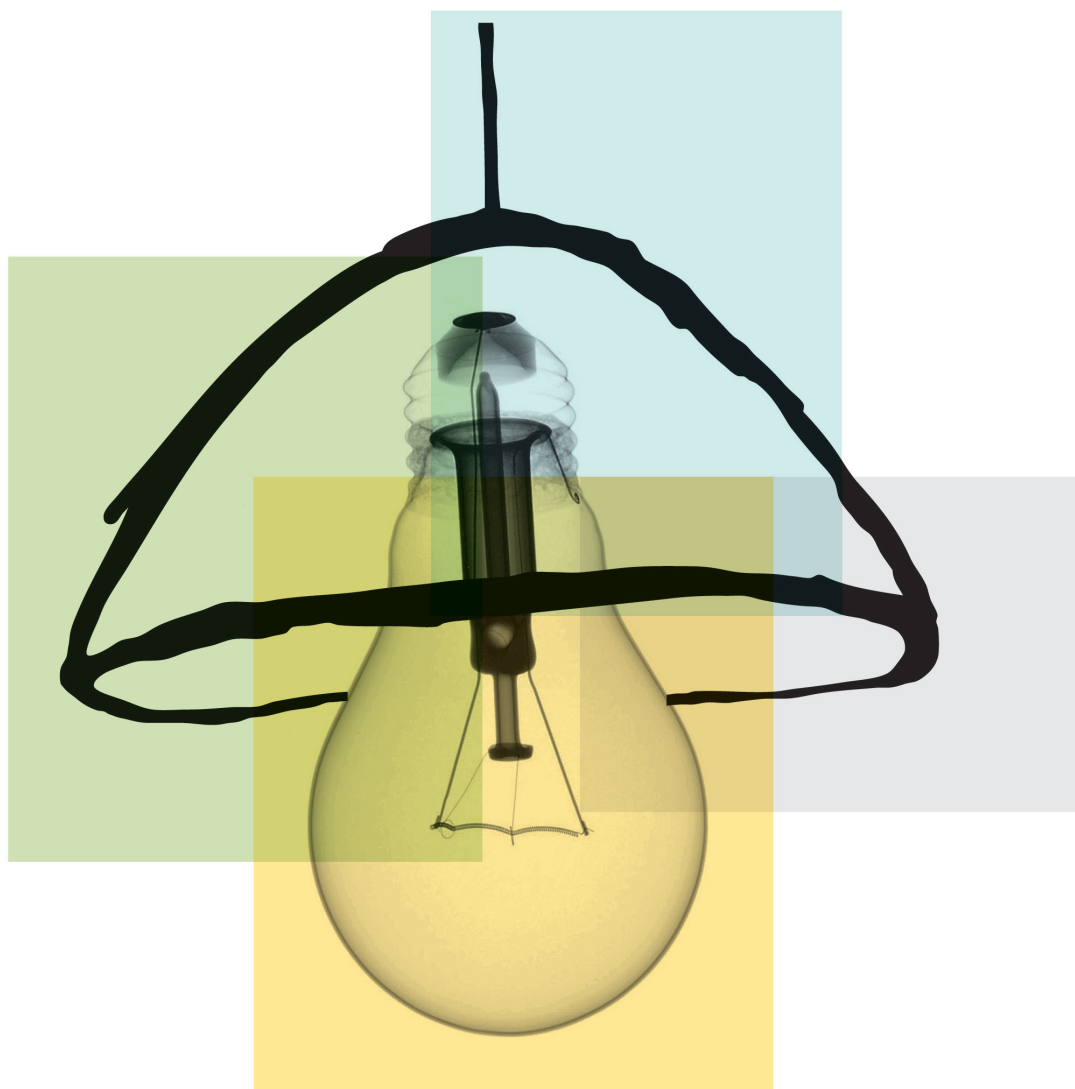
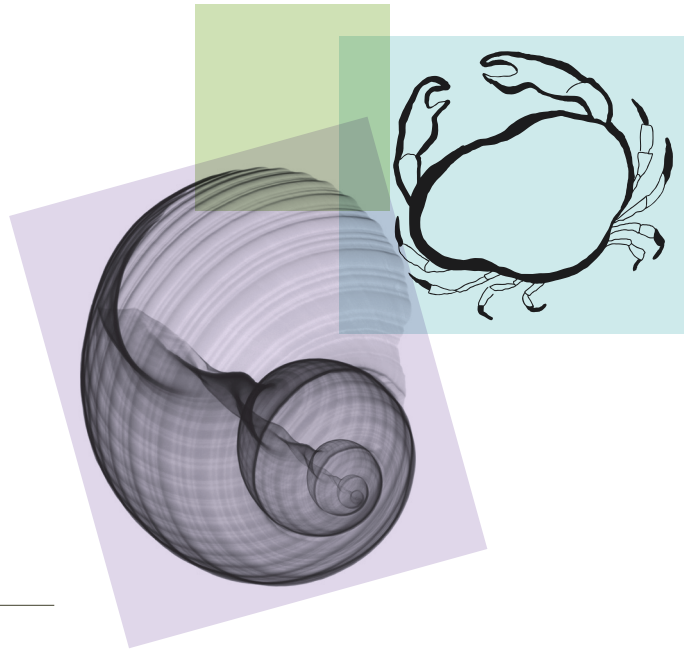


HR & employment law support for the housing sector



Understanding your needs

Working in housing has never been more challenging; you have to meet ever-increasing delivery demands whilst juggling budgetary constraints and planning for the future.



“I wouldn’t instruct anyone but Capsticks.”

Chambers 2016

Leading housing, health & social care specialists under one umbrella

Like all teams at Capsticks, our social housing people are experts. They are drawn from the fields of employment law, governance, asset management, development, housing and reputation management. Whoever you deal with from our top-ranking housing practice they will outline options open to you, with the associated risks and they will give you a clear, directional view and recommendation in each case.

We know your business inside out as we deal with the issues you face every day of the week.

The depth and breadth of the expertise we have built up in the sector means we can help you achieve your objectives without wasting your time or money. Put simply, we give superb value for money because we are able to hit the ground running without having to “learn on the job”.

Our Approach

We aim to become your trusted advisers, where you can pick up the phone and ask a question without feeling there’s a clock ticking. We’ll also provide strategic advice, taking into account the political, cultural and financial context. We will invite you to agree an overarching strategy for any matter, aimed at managing the risks and minimising any surprises along the way. Our client retention levels are excellent, testament to our team and the way we handle clients’ cases.

The right advice, first time

In a specialist sector like housing you need a specialist employment lawyer to advise across the full range of employee relations issues you face - from a housing perspective. We are true housing experts with a 35 year track record in the sector and understand the housing association business - its regulatory constraints; dual business and social imperatives; reputational focus and HR challenges.

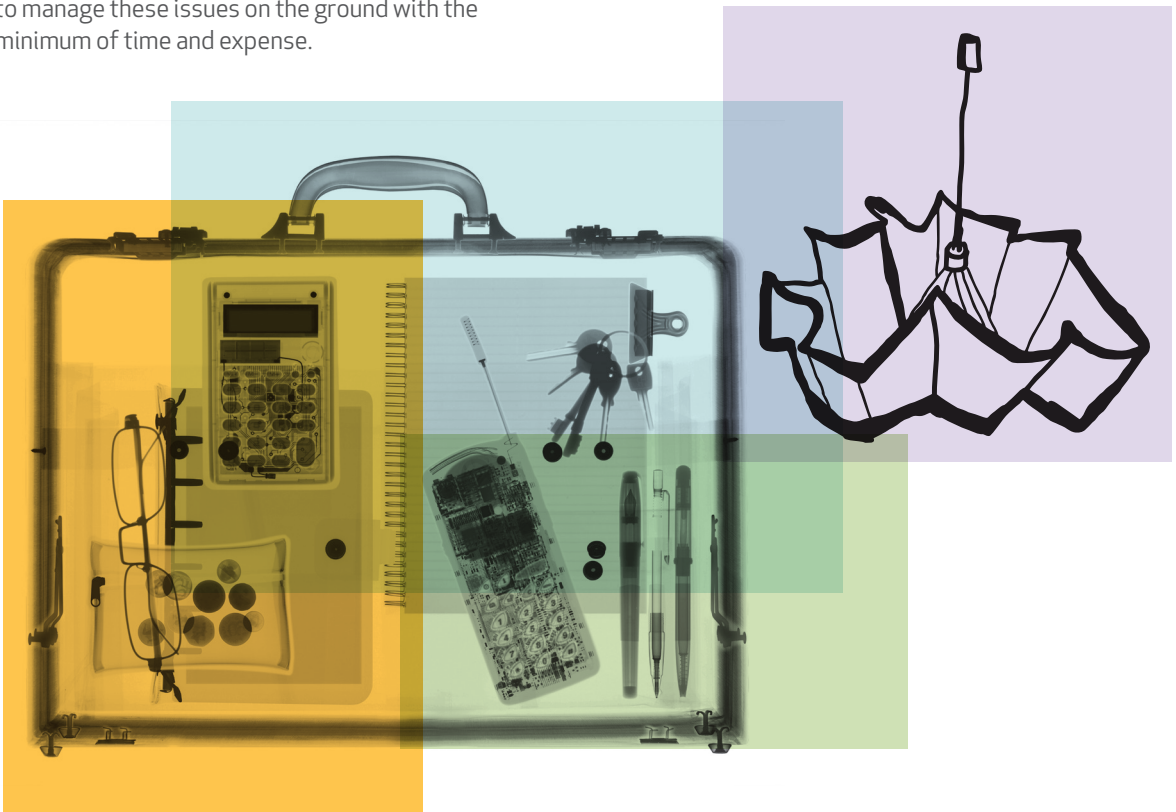
The day to day

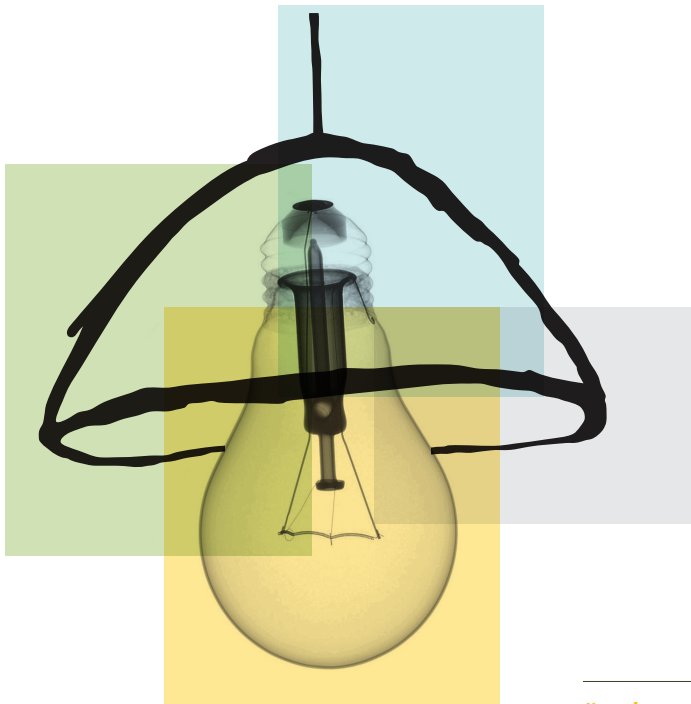
Those day to day challenges are often around shift patterns; casual work; safeguarding; performance/absence management; family friendly rights; discrimination; data protection and complex employee relations issues. Our specialist team has been advising housing providers of all size and scale on these issues for many years giving us the practical and strategic expertise you need to manage these issues on the ground with the minimum of time and expense.

The bigger picture

On a more strategic level the housing sector experiences high contract with successive outsourcing of local authority and other purchase contracts. TUPE can be complex and difficult disputes can arise presenting a number of different employee relations challenges. In negotiating a way through with other parties we're always alive to the sensitivities involved, and the need to maintain a positive relationship with the local authority involved.

This is a particularly demanding time for housing providers, operating against a backdrop of long-term budget cuts and rapid legislative and policy change can often throw up unintended consequences for the workforce such as in terms of redundancy.





“It adapts to the industry that we are in and doesn’t just give off-the-shelf advice.”

Chambers 2014

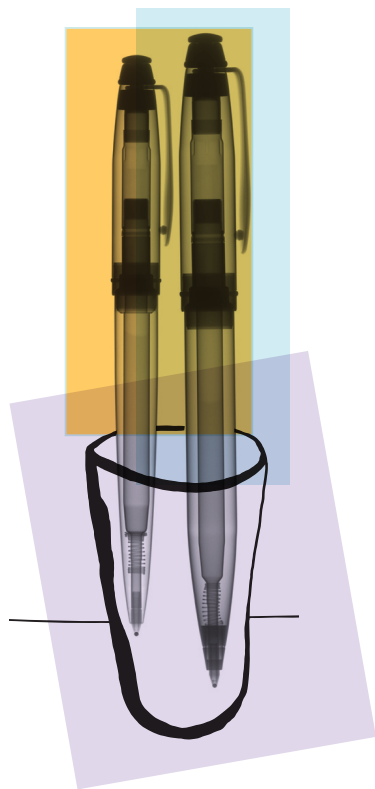
More than ever your business needs to adapt and change to succeed. We have advised the public sector, on the most complex business reorganisation, redundancy and change of terms projects undertaken and have supported some of the largest change management projects tackled undertaken in the housing sector. Often these projects are further complicated by inherited employment and pensions terms, where sector expertise is critical. We work closely with you every step of the way to ensure business objectives are met with the minimum of risk and fallout whatever the scale of the project.

The disputes

here are of course times when, irrespective of how an employee relations issue has been handled, it can result in a costly, time-consuming and damaging Employment Tribunal claim. A claim can also impact your relationships with stakeholders and your organisation’s future public sector tenders.

We have defended all manner of employment claims in the Employment Tribunal and higher courts and regularly defend complex, multi-action claims for housing providers (and managers named with the organisation in the claim). Our in-house barristers are always available to you for an early view on a case to ensure that the right result is achieved in court.

We have a superb track record defending these claims, securing early withdrawals and costs at levels above national averages, protecting your resources and discouraging further claims going forward.



"I would say the service they offer to their customers is probably the key difference. They're realistic about what the sector will pay, and they're very good at communicating with their clients and understanding where they're coming from."

Chambers 2016

We have an in-house advocacy team comprising experienced barristers whose extensive expertise in litigating employment claims can be called upon early in particularly sensitive cases to ensure that the right result is achieved in court.

Legal Assurance Protection

We understand how important budgetary control is to you, now more than ever. We've therefore developed an innovative range of HR support packages (CapFix).

CapFix is specifically for the housing sector.

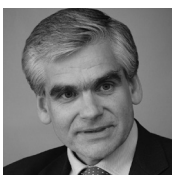
All our 3 packages come with unlimited access to employment law and HR experts 24/7 and unlike other subscription services on the market they are completely flexible. You can change your subscription as your HR needs change and all have "bolt-on" insurance cover against employment claims for added peace of mind protection and cost control.

Integration

The integrated services agenda is now firmly in place with housing, health and social care providers moving towards collaborative solutions in the drive for high quality, cost-effective services. Our position as leading lawyers to the health, housing and social care sectors gives us unrivalled expertise to deliver innovative commissioning models and commercial collaborations across these sectors and our influential contacts open up immediate opportunities to our clients.

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.



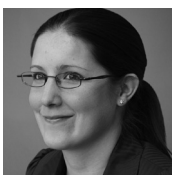
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