

HR Advisory Service

INTRODUCTION TO CAPSTICKS HR ADVISORY SERVICE

Capsticks works across all sectors both public and private and understands the challenges you face. Our 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.

We have established ourselves as go-to advisors in the healthcare and emergency services market for delivering joined-up strategic HR support and outsourced ER services to a range of clients. Uniquely, because our service is embedded in a law firm, we provide joined-up solutions that incorporate human resources best practice and employment law compliance.

We specialise in the following areas:

- Support to organisations to improve attendance management
- Workplace investigations
- Cultural reviews
- Support to help organisations manage change
- Tailored HR advisory Service – a flexible range of HR options to suit individual organisations' requirements.
- Diagnostic reviews of ER process and structure

What do we offer and how do we work?

Our HRA team deals with the time-consuming day to day employee relations issues, leaving your team to manage and develop your staff and concentrate on business objectives. We advise and support your line managers to ensure these issues have effective and reliable outcomes. Our advisors will provide all the support they need, via phone, via email and on site. We use a sophisticated call and response system and a fast and effective case management process.

Proactive sickness absence management service

Balancing attendance management with the duty to your employee's and ensuring underlying conditions are appropriately managed is becoming increasingly difficult. The volume of this work is likely to increase in light of incoming legislative changes.

We can tailor the package to meet your organisation's needs and adopt a compassionate, best practice approach to supporting your staff to be able to retain being at work and to an acceptable standard. Our case management system allows us to log and monitor absence cases, producing relevant reports and identifying key hot spot areas that require additional intervention.

The team work with the Trust's key stakeholders to ensure a holistic approach to increasing attendance in the organisation is taken, including advice on relevant policies and the delivery of bespoke training.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Dedicated resource to proactively manage attendance, working to clear KPIs to deliver an effective service, concluding cases in reduced timeframes with a decrease in the average period of absence per employee.
- Working closely with line managers to develop their management capability.
- Legal advice via the HR Adviser from one of the firm's 80 employment lawyers at no extra cost, leaving your organisation less exposed to risk.
- Review of absence policy and procedural framework with recommendations to improve the management of attendance.
- The in-house HR team are freed up to concentrate on the delivery of strategic objectives and meeting service requirements.
- Sharing best practice gained from our expertise with a range of healthcare, public and not for profit bodies.
- Longer term reduction in sickness absence rates and associated efficiency savings, and the contribution to the broader health and wellbeing agenda.

INVESTIGATIONS SERVICE

What do we offer?

- A team of experienced and skilled investigators to undertake workplace investigations for healthcare and other organisations.
- We undertake the whole of the investigatory process in line with the organisation's procedures – from assisting in drafting and agreeing the terms of reference to writing reports and presenting them at hearings.
- We specialise in complex, multi-layered cases, including MHPS, Whistleblowing, Bullying & Harassment, Disciplinary and Grievance.
- A truly impartial service; we can provide independent and arm's length expertise, and a rigorous approach.
- If the assignment is complex and has a legal component we will seek legal advice from one of the firm's 80 employment lawyers and build this advice into our work at no extra cost.
- We work to agreed KPI's to deliver a quick and cost effective service.
- Our service is proven to reduce the caseloads and timelines of in-house teams by up to 50%.

How do we work?

We offer a flexible service with a range of purchasing options to suit the needs of individual organisations.

A dedicated in house team

We supply the team, expert systems and support to undertake all investigations to free up your internal resources to concentrate on the delivery of core services.

A service level agreement

We make an agreement with you to provide volume support on cases for a fixed period, on and offsite as required.

A call off arrangement

We provide support on a case by case basis to manage difficult cases or supplement in-house resources when required.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Reduction in investigation timeframes – We dedicate resource to the investigation, working to clear KPIs to deliver a quick and efficient service. Our service is proven to reduce timelines by up to 50%. This also delivers cost savings by reducing the length of time of suspensions and management input in the process.
- In-house teams can focus on core service delivery - Your clinicians, managers and HR staff are freed up to focus on service delivery.
- Consistency and quality - A standard set of best practice templates, continuity of skilled investigators, structured quality monitoring systems and client feedback ensures a consistent approach to the investigation process that meets organisational requirements.
- Impartiality – Our sole brief is to investigate the facts of a case. We collect evidence, analyse and present it back. That evidence must stand up to scrutiny and therefore is always presented in an objective manner.
- Transparency – Triage process for cases to determine required investigatory resource and highlighting at an early stage if alternative course of action may be more appropriate.
- Service Improvement - The organisational learning that can come from a more robust and consistent investigations service feeds into the policy and process development work of the Trust,
- Organisational development activities and the development of HR staff and managers within the Trust.
- Longer Term Benefits - Taking a proactive approach to the management of investigations and reducing timeframes, sends a clear message about acceptable standards of behaviour and the organisation's approach to addressing issues. This in turn will support the delivery of organisational culture change and delivery of Trust values.

MANAGING CHANGE

What do we offer?

- We can support you with major and minor change management projects ranging from mergers, TUPE's and organisational restructuring exercises to individual change management support.
- Our expertise in managing change initiatives can help you redesign your organisational structure to suit your needs and manage the resultant work without affecting day to day delivery.
- In cases where there are many stakeholders we will work as an objective, independent partner in accordance with set KPIs and objectives.
- You can rely on us to help you with end to end support from redesign to implementation and beyond.
- We also provide best practice guidance on policy frameworks, recruitment, workforce planning and design and delivery of training programmes arising from transition.

How do we work?

Our packages are designed to meet your requirements, providing value for money. We provide the resource, sophisticated IT systems and the knowledge to ensure your needs are met in a way that works for you. Whether this is a dedicated on site resource or a team that works at arm's length on your behalf, our flexible approach ensures we deliver to time and to brief.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Dedicated and experienced HR practitioners with proven track records of delivery.
- Fixed fees in line with your budgetary requirements.
- Legal advice via the practitioner ensuring no additional risk.
- Your in-house teams are freed up to concentrate on the delivery of other strategic objectives and meeting service requirements.
- Sharing best practice gained from our expertise with a range of healthcare, public and not for profit bodies.
- Working to clear KPIs to deliver an effective service, with regular reporting to ensure the delivery of a timely and quality service.
- Cost effective, tailored solutions to support cost reduction for corporate functions such as HR.

TAILORED HR ADVISORY SERVICE

What do we offer?

- A team of experienced and skilled HR Consultants to deliver a tailored HR Advisory Service for your organisation.
- An outsourced end-to-end HR Advisory Service ranging from HR Advisor level to Board level support.
- An ER Service including advice on the full range of employee relations issues including complex cases up to and including dismissal; an Investigatory Service undertaking the whole of the investigatory process in line with the organisation's procedures and including MHPS, Whistleblowing, Bullying & Harassment, Disciplinary and Grievance; and policy review and development.
- High level, expert HR advice including strategic recruitment and selection, pay and reward and organisational change.
- A bespoke programme of training.
- Access to legal advice from one of the firm's 30 employment lawyers via the HR Advisory Service.
- A case management database to record and monitor cases and the support provided.
- We work to agreed KPIs to deliver a quick and cost effective service.
- A service that is tailored to meet client needs.

How do we work?

We offer a flexible service with a range of purchasing options to suit the needs of individual organisations.

A dedicated in house team

We supply the team, expert systems and support to deliver the defined HR Advisory Service.

A service level agreement

We make an agreement with you to provide defined HR Advisory support, on and offsite as required.

A call off arrangement

We provide HR Advisory support on a case by case basis or for defined projects to supplement in-house resources when required.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Dedicated and experienced HR practitioners to provide fast and accurate advice as soon as possible and proactively manage your people issues.
- HR Consultancy input to resource projects your team does not have time for.
- Legal advice via the HR Advisor from one of the firm's 80 employment lawyers at no extra cost, leaving your organisation less exposed to risk.
- Working closely with line managers to develop their management capability.
- Your in-house teams are freed up to concentrate on the delivery of strategic objectives and meeting service requirements.
- Sharing best practice gained from our expertise with a range of healthcare, public and not for profit bodies.
- Working to clear KPIs to deliver an effective service, with regular reporting to ensure the delivery of a timely and quality service, identifying common issues and training needs across your organisation.
- Cost effective, tailored solutions to support cost reduction for corporate functions such as HR.



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