

Protect & propel your business with outsourced HR by HR People Support



**HR PEOPLE
SUPPORT**

Your trusted, outsourced HR Partner

HR People Support provides cost effective HR expertise to help businesses to thrive. We work flexibly, either on a one-off project, or retained basis and enable clients to gain business advantage, as a result of an effectively managed, motivated and engaged workforce.

Our clients benefit from the confidence and reassurance of having experienced HR experts on hand, when they're needed, to deal with employee issues before they become a problem. We get to know our clients, their business and enable them to improve their overall business performance, whilst motivating and developing their most important resource, their people.

We offer a full HR Consultancy service, covering all areas of HR and people development, including:

- Company policies, practices & procedures
- Employment law advice, contracts, employee benefits, changes in terms and conditions
- Recruitment & onboarding
- Performance management & appraisals
- Team building, training & development
- Team / organisational restructuring
- Mergers, acquisitions & TUPE
- Employee data handling & GDPR compliance
- Redundancies
- Misconduct, disciplinaries & grievances
- Employment tribunals
- Dismissals & terminations

Key benefits of outsourcing your HR include:

- ✓ Confidential, objective advice, based on HR best practice
- ✓ Access to specialist knowledge, at the right level of seniority to meet requirements
- ✓ Adherence to industry HR best practice, whilst ensuring you are meeting all HR legal requirements
- ✓ Flexible solutions, so you only pay for what your business needs, without having to increase headcount / employ permanent HR staff
- ✓ Time savings, to enable you to concentrate on growing your business, instead of dealing with staff issues

And with our retained package, you benefit from:

- ✓ Unlimited access to our dedicated CIPD qualified HR consultants, by telephone and email
- ✓ Peace of mind knowing that whatever problems arise, expert, professional HR advice is available
- ✓ Ongoing HR compliance and meeting new legislative requirements, as changes occur
- ✓ HR data management solutions, enabling controlled access to employee data, supporting GDPR compliance
- ✓ Elimination of stress and exposure to risk, for your business



The following case studies show examples of our client partnerships and how we help clients manage their employees and support their business' ambitions

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"In my 26 years experience, the best discretionary spend I've made is with HR People Support. Any business with staff needs support from time to time. Knowing that it's there, it's prompt, easy to understand and fully answers my questions, is a wonderful comfort. Over the years we've experienced a good number of issues, all needing a professional response. On every occasion HR People Support have been superb in every respect. The cost is modest, which helps. Any business without such professional support is potentially riding for a fall, which in our opinion is a horribly false economy."

Anthony Pilkington
Managing Director
Book Check





The Vanilla Pod Bakery is a small, owner managed business, based in regency Cheltenham, who make the most delicious bespoke wedding cakes, celebration cakes, iced biscuits, cute cupcakes and postal cake tasting boxes. The Bakery was founded, by talented baker and cake maker, Pia Cato, and the business was born out of a passion for creating delicious cakes that put a smile on people's faces.

"I've loved baking for as long as I can remember. I have fond memories of making yummy scones and helping my father bake jam tarts on lazy Sunday afternoons. I decided to set the business up after I won the University of Gloucestershire's first ever business planning competition. Initially, my idea was to open a cupcake tearoom, but I soon discovered that my heart lay with creating bespoke cakes for extra special occasions. And The Vanilla Pod Bakery was born."

The business flourished, with demand keeping Pia busy, so a natural step was to take on staff. Being the owner and so passionate about her craft, any hire was going to be a critical step for the business. Finding the right individual was important for the arrangement to work and they had

to share Pia's vision for the business, have exceptional attention to detail and there had to be great chemistry, but it was a daunting step. Pia had received a newsletter from her accountant with HR People Support's details and got in touch. Since then, we have been working together for over a year and have helped with the recruitment of a baker and an administration assistant to help support Vanilla Pod Bakery's growth.

"I've found it so beneficial to have HR People Support help my business. HR scares me and it is so wonderful to have amazing Helen and the wider team support us through each hire and creating contracts. It is more than peace of mind, it is the thought that someone has our backs and is working for both sides, me as the employer and my employees." Pia Cato, Owner

We have worked with Pia to set out employment contracts, facilitated the seeking of medical clearance and we have put together a handbook and policies for the business, ensuring formal outline of expectations and processes were in place. This has meant greater clarity for everyone, with structured information helping the new starters to find their feet and start adding value to the business.

We have also been involved in the on boarding of the new starters, to reduce the impact of lost time getting the staff up to speed and have worked to provide reassurance that robust processes are now in place, to protect the interests of the business and being a retained service provider, Pia knows we are on-hand for any ad hoc advice, as and when required and are proud to be a part of the Vanilla Pod Bakery team.



Photo taken by Carlé & Moss Photography



Photo taken by Cotswold Pictures

"I would 100% recommend HR People Support. The business and staff are friendly but professional. I have built up a great relationship with partner Sarah and my account manager Helen. I honestly would be lost without them. I would say their key strengths are how knowledgeable they are with the industry and legislation and their friendliness. I would be lost without their support!"

Pia Cato, Owner

Photo credits - above: Cotswold Pictures, left: Carlé and Moss, far left: Through the Woods We Ran



Photo taken by Through the Woods We Ran Photography



Find out how we can help your business to thrive. Simply contact the team at HR People Support to arrange a free, no obligation consultation - telephone us on 01242 254466, email us at team@hrpeoplesupport.co.uk or visit: www.hrpeoplesupport.co.uk