

HREXPRESS FOR CARE PROVIDERS



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THE SUNDAY TIMES
**Best Places
to Work 2024**

 Proudly
employee
owned.

Certified

Corporation

HREXPRESS FOR CARE PROVIDERS

A law firm proud to be different - employee owned and B Corp™ Certified.

OUR FIRM

We are a leading law firm with a reputation for doing things differently. Our legal advisors have national expertise in their chosen sectors and are committed to delivering above and beyond for our clients.

We are the UK's first large employee-owned law firm. This level of employee engagement makes us different; every employee has a vested interest in ensuring the needs and interests of our clients come first, while giving the very best professional legal and HR advice. We are also a Certified B Corporation™ (B Corp™), joining a growing group of businesses across the world who are committed to balancing people, planet and profit.

We understand that advising on HR/employment is about much more than just 'ticking the box' or the right process, we look at your business and create a personalised approach.

HEALTHCARE SECTOR SPECIALISTS

Our specialist Healthcare team is fully tuned in to the pressures, opportunities and innovations affecting health and social care providers, and the challenges brought about by significant changes in the healthcare sector in recent years.

Being part of an all-services law firm, we have easy access to other Healthcare sector experts who advise on a variety of legal areas including immigration, property, intellectual property and data protection, dispute resolution, CQC related advice, corporate, commercial, and health and safety law amongst others. We can connect you with these experts if you need more detailed advice in any of those specialist areas.

We act for a wide range of healthcare clients. This includes care home groups, home care, supported living, GP practices and Primary Care Networks, pharmacies, dental practices, veterinary practices, NHS Trusts, health tech companies, social enterprises, providers of Healthcare services, and suppliers to the Healthcare world. This enables our team to provide HR support and advice within the context of our deep knowledge of the Healthcare sector.

We'd like to share the below testimonials from our clients:

“

What I think differentiates HRE from other similar services I have used in the past is their approach to business need and risk - It feels more like I have an in house HR business partner than an external agency - I never feel like they are going 'by the script' and they carefully take into account our desired outcomes and risk appetite. It's an incredibly high impact relationship and I really value it.

”

Age UK (Sutton)

“

We have recently been successful in our application to become a licensed sponsor under the Skilled Worker immigration route and I cannot speak highly enough of the expertise and support Lisa Mulholland from Stephens Scown LLP has provided to us. Prior to engaging Lisa we had initially applied without specialist support and had our application rejected, I would strongly advise anyone to seek legal expertise when embarking on this endeavour.

”

Bedrock Care Services



HOW DOES IT WORK?

You may face HR challenges when running a care business such as:

1. Staff shortages, promoting vacancies, using agency staff, and retaining your 'good' employees.
2. Finding accommodation for your staff, in particular international or out of area employees.
3. Keeping up-to-date with employment law.
4. Paying the national minimum wage when considering issues such as training, accommodation offset and sleep ins etc.
5. Recruitment of overseas workers.
6. Maintaining your sponsor licence and compliance surrounding your sponsor duties
7. Complying with legal requirements such as calculating holiday pay.
8. Updating employee contracts to reflect legal requirements and your ethos.
9. Dealing with underperforming employees and/or those with a high sickness rate.
10. Managing zero hours contracts.
11. The interaction between safeguarding and disciplinaries/grievances.

Timely Support Via Phone and Email

HRExpress is primarily designed to provide support through telephone and e-mail. When an issue arises, you can simply pick up the telephone and talk through what you need to do next. If, for whatever reason, you are unable to call, or if you prefer, you can contact us by e-mail using our dedicated e-mail address: HRE@stephens-scown.co.uk. On Safety Net and Platinum, emails are responded to within 48 hours, but usually within 24 hours. On Virtual HR, emails are always responded to within 24 hours.

Providing Formal Documents

As well as providing verbal and written advice, the HRExpress team can provide you with the documentation you need to ensure that your processes are properly recorded and, moreover, that you are saying the right things to your employees, at the right time. Common examples include documentation to support dealing with: disciplinaries, redundancies, grievances, sickness absence, flexible working, family friendly leave etc.

Ensuring Contracts and Policies are Up-To-Date

The HRExpress service is also perfect for ensuring your employment contracts and handbook policies are up-to-date. Depending on the level of service chosen, support can range from providing you with the most up-to-date employment contract / policy templates – giving you peace of mind about legal compliance – through to tailoring those contracts and policies to ensure they meet your specific business needs.

Legal Privilege and Confidentiality

Provision of HR and employment law advice is not, in itself, unique. However, by accessing that support through Stephens Scown you will benefit from legal professional privilege; meaning the matters we discuss and correspond about are truly confidential, and cannot be used to support an employment tribunal claim. This would not apply to HR consultancies in the same way.

SCOPE OF SERVICE

Our [services document](#), found at the end of this brochure, sets out the different service levels within our standard HRExpress packages.

However, this is our product, so it is not set in stone and we can flex it to ensure you get what you need.



IMMIGRATION

We are one of the only law firms in the South West outside of Bristol which has a dedicated and specialist Immigration team. We do not include immigration support and advice within the standard HRExpress packages, but understand that many care providers have, or need to obtain, a sponsor licence. For many organisations recruitment of international members of staff is crucial to the ongoing success of your organisation and therefore ensuring ongoing compliance with your duties as a sponsor is crucial to maintaining your licence. We are well placed to advise you on this.

We can therefore offer a bespoke membership on request which incorporates immigration advice within your HRExpress membership, enabling us to advise seamlessly on immigration and HR issues. The immigration add on can be tailored to your specific needs, but organisations we currently work with have opted for a set number of hours (normally four to five) of advice per year on right to work checks, managing the sponsor licence, reporting via your sponsor management system and applying for certificates of sponsorship.

Here are some of the things our Immigration team can assist with, although not all of these would be included as part of our HRExpress retainer:

1. Bespoke in-house training, for example on conducting compliant right to work checks.
2. Applying for your sponsor licence.
3. Managing your licence once it is in place, given that the loss of a licence can have a disastrous impact on the functionality of a business.
4. Conducting an audit of your processes and practices in place in relation to sponsored workers i.e. to prepare you for a Home Office visit.
5. Guidance on completing right to work checks.
6. Applying for/assigning certificates of sponsorship.
7. Submitting reports on your Sponsor Management System.

If you have a sponsor licence, having a service which can offer support on the employment/HR side and immigration in one place is invaluable. Depending on what you need immigration support can be provided either as part of the HRExpress package or as a stand alone service.

The Home Office has increased its vigilance on compliant right to work checks and overseas working and has the ability to issue illegal working civil penalties of up to £60,000 to employers who fail to comply. It has never been more important to ensure you get this right and that you can access expert immigration advice where needed.

24/7 CRITICAL INCIDENT SUPPORT

Another reason we stand out in the marketplace is that all HRExpress memberships come with 24/7 Critical Incident Support. This gives initial advice in connection with serious work-related accidents or other business critical events, so you can be assured that you can obtain initial guidance in the critical few hours after an issue arises.

As with immigration we do not include any further health and safety or regulatory support as standard, as the needs vary for each organisation. However we can create a bespoke membership providing you with the access you need to regulatory or health and safety support.

REGULATORY COMPLIANCE AND ENFORCEMENT

All HRExpress memberships have access to specialist regulatory lawyers at preferred rates who can provide advice and support to help you with:

1. Health and Safety (both employee welfare and premises safety), and Fire Safety
2. CQC inspection outcomes
3. Safeguarding investigations, and
4. Coroner's investigations and Inquests

INSURANCE

All memberships also come with the option for insurance to be taken out alongside. Many clients feel this provides them with additional peace of mind; knowing that, in the unfortunate event of a tribunal claim, their legal costs (and even a future financial award) are covered. Our clients also benefit from continuity of service because our third-party insurance provider (ARAG) allows for us to represent them at tribunal. This allows our clients to be represented by their trusted advisors, rather than being sent to someone they have not worked with before, simply because they work at the panel firm appointed by the insurer. We receive nothing in return for our HRExpress clients taking out insurance, it is entirely your choice as to whether you take up that option. If you would like a quote for insurance just let us know.

WHAT ARE YOU COMMITTING TO?

HRExpress retainers run for 12 months at a time, unless we specifically agree otherwise. Unlike some HR/legal retainer providers, we do not use automatic renewals, or expect six months' notice if you are not intending to renew. Instead, we would just contact you near the end of your retainer to see if you are interested in renewing for another 12 months. If so, we will provide a renewal quote for you to consider. If not, that's fine too. Our focus is on the relationships we build with our clients.



PRICING

We price HRExpress on an annual basis, though as above, our hope would be that you will enjoy and benefit from being in the service and that you will want to renew for repeated years.

The organisations we work with on HRExpress vary hugely, from those with a handful of employees to hundreds; those without any in-house HR function to an entire HR team; those who are brand new to the service to clients who have been with us for years. Because it's our product, we will tailor your membership according to your HR needs and the level of support you're looking for. Our three levels of HR support are predominantly costed on numbers of employees, and we have included the starting prices below, alongside examples pricing which includes an immigration add on.

Safety Net

From £1,300 plus VAT or,
From £2,155 plus VAT including immigration advice

A light touch option focusing on advice through our helpline. This level of membership would suit:

- A care provider with internal HR support who needs support on more complex matters or a second opinion.
- A care provider whose contracts and handbooks are up to date, so they do not want support updating these.

Platinum

From £1,850 plus VAT or,
From £2,705 plus VAT including immigration advice

More complete support giving access to the helpline, document health checks and drafting assistance with templates. The majority of our client's opt for this level. This service would suit a client with:

- Single or group of care businesses.
- Has a limited or no internal HR team but could do with external support.
- Has a shopping list of issues to sort out.
- Wants a regular review of employment documentation.
- Prefers the peace of mind of having the letters they draft reviewed.

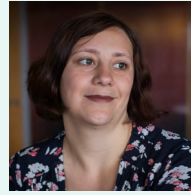
Virtual HR Manager

From £5,880 plus VAT or,
From £6,735 plus VAT including immigration advice

We effectively take on your HR function and provide an end-to-end service. This level of membership would suit:

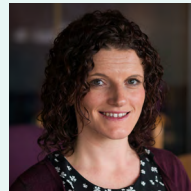
- Single or group of care businesses.
 - Care businesses who need a fast turnaround on advice.
 - Care providers who have no or limited in house HR function.
 - Business owners who would like an expert to draft letters from scratch.
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KEY CONTACTS



HAZEL SANDERS
Senior Associate and
Head of HRExpress

h.sanders@stephens-scown.co.uk
07803 964092



LISA MULHOLLAND
Partner and
Head of Immigration

l.mulholland@stephens-scown.co.uk
07736 884148



STEVE PANTON
Partner and
Head of Regulatory

s.panton@stephens-scown.co.uk
07720 432849

GET IN TOUCH

If you would like to discuss the service further or you would like a quote please contact Hazel Sanders, Head of HRExpress, at hre@stephens-scown.co.uk or 03300 945 276.



	Virtual HR Manager	Platinum	Safety Net
Face-to-face meetings with you (excluding attending in a HR consultant capacity)	•		
'Health check' of existing contracts of employment	•	•	
'Health check' of existing staff handbook	•	•	
Updating of existing template contracts of employment and staff handbook (subject to a two hour limit for Platinum members)	•	•	
Long form staff handbook (template)	•		
Standard handbook (template)		•	
Short form staff handbook (template)			•
Drafting of bespoke policies for your handbook	•		
Contracts of employment (template)	•	• (three variants)	• (one variant)
Drafting of bespoke clauses for contracts	•		
Contracts for your senior management team and/ or directors' service agreements	•		
Access to template letters and documents (additional drafting support included within Platinum and Virtual HR Manager levels)	•	•	•
Initial advice on the potential application of TUPE and your consultation obligations	•	•	
Negotiations with ACAS and pre-claim correspondence with solicitors or an employee either before they have left or afterwards (subject to a two hour limit)	•		
Advising on employment status for selfemployed contractors, workers or volunteers (subject to a two hour limit)	•		
Template contract for self-employed contractors or volunteers	•		
Drafting restrictive covenants (subject to a two hour limit)	•		
Brief written summary to follow up on telephone enquiries on request	•	•	

Regular e-shots on employment law updates	•	•	•
Invitations to our seminars, toolkits and masterclasses with two places free of charge for Virtual HR Manager members	•	•	•
Invitations to our spring and autumn employment law update seminars with two places free of charge	•	•	•
Six monthly review meeting/telephone conference	•		
24 hour turnaround (working days)	•		
48 hour turnaround (working days)		•	•
Service Level Guarantee – 10% reduction in our fees if our service does not meet your expectations	•	•	•
24/7 Critical Incident Support – initial advice in connection with a serious work-related accident or other business critical event (subject to a 2 hour limit)	•	•	•
Helpline advice from the HRExpress team via telephone and e-mail on:	•	•	•
<ul style="list-style-type: none"> • <i>the implementation of your policies and procedures</i> • <i>employee relations</i> • <i>recruitment</i> • <i>grievances</i> • <i>disciplinary matters</i> • <i>dismissals (including notice periods and excluding senior employees or directors)</i> • <i>resignations</i> • <i>retirement</i> • <i>sick pay and sickness absence management</i> • <i>capability and performance management</i> • <i>holiday and holiday pay</i> • <i>working time</i> • <i>pay (including National Living/Minimum Wage) and benefits</i> • <i>apprentices</i> • <i>internships and work placements</i> • <i>changing terms and conditions</i> • <i>homeworking</i> • <i>career breaks</i> • <i>fixed term and part time workers</i> • <i>zero hours workers</i> • <i>small scale redundancies/restructuring (up to three roles in any one exercise or three roles in aggregate across your membership)</i> • <i>family-friendly rights</i> • <i>compassionate leave</i> • <i>discrimination and equality issues</i> • <i>bullying</i> • <i>whistleblowing</i> 			

Use of the helpline is subject to reasonable usage across all levels. Where issues become overly complex and/or time consuming or where they fall outside the ordinary scope of HR/employment law, we reserve the right to notify you that any further work will fall outside the scope of your HRExpress membership.

Anything not listed in the above table is not covered within your HRExpress membership and would be charged separately. Full terms and conditions applicable to your HRExpress membership will be sent to you at the point of joining the service.