



CASTLE

HR SOLUTIONS



ABOUT US

Castle HR Solutions has been established nearly 10 years and operates as a division of the leading independent recruitment agency; Castle Employment Group, which has been operating for over 50 years.

Our qualified CIPD professionals can offer clients the ultimate in general human resources expertise. We will work closely with you to provide both practical and effective bespoke HR solutions. We offer a comprehensive range of HR services designed to meet the ever changing and challenging demands of your business.

It doesn't matter whether you have 1 employee or over 100, you need to ensure your company deals with all the relevant and necessary legal aspects of employing people. Based locally, all our packages include face to face consultations and an opportunity to support you in person.



86%

Of our new business is gained through referral or recommendation



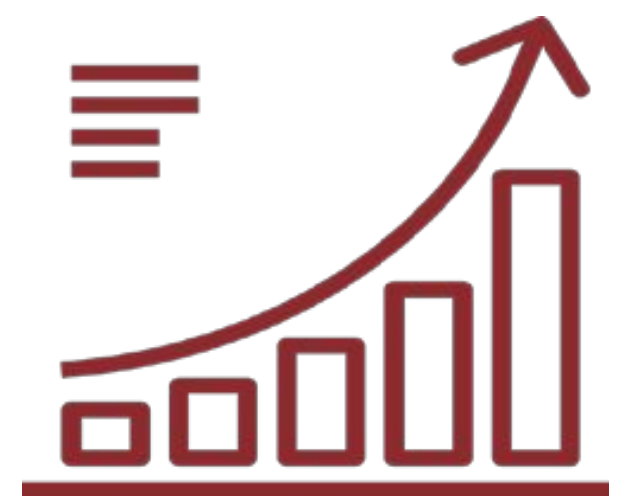
93%

Of our business is repeat



27 Months

Is the average age of our client relationships



79%

Of our clients have confirmed that we have made a significant, positive contribution to their business

HR SERVICES

We understand that difficult HR issues can put a massive strain on your business – and you. We offer sympathetic, expert, commercially aware advice around a variety of areas, saving you time and stress.

New Starter Engagement



All new starters require certain employment documents. We can help you with this new starter process and with documents such as –

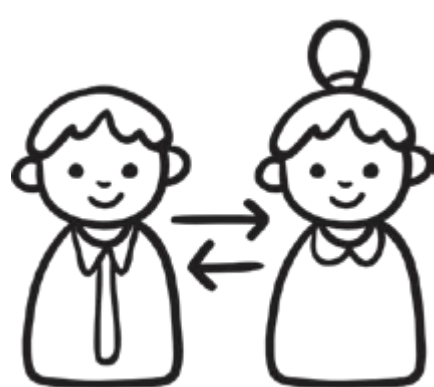
Contracts of Employment – Proof of Right To Work (PRTW) - Working Time Regulations (WTR) – Holiday Entitlement - Policies - Handbooks.

Recruitment and Selection



It's important to remember when advertising your vacancies that employment legislation still applies including all areas of discrimination. Any advertisement for a position should therefore give a fair and accurate description of the job, including job title, reporting procedure, how to apply, location of the job and the duties and responsibilities of the role.

Performance Management



As an employer it is important to ensure that there is a consistent approach to the management of capability at work. The main aim with regard capability issues is to ensure that, wherever possible, standards of work are reaching the performance levels required of the employee. At Castle HR & Employment Law we can help you with this process by supporting you with services around –

Reviews and Appraisals – Lateness Policies – Managing Sickness
Absence - Dismissal Procedure.

Retention



Training managers and key members of staff within your business on employee engagement and motivation can be very beneficial in terms of customer and employee retention, time and cost savings and longer term benefits. At Castle HR & Employment Law we can help with your employee retention by offering training, development and employee engagement advice.



Relations

Our employee relations service provides hands-on support, delivered by experienced HR experts. We'll help with anything from staff briefings to negotiations to consultations and facilitation.



Reward

Every business needs to be aware of its obligations under minimum wage and equal pay laws, as well as recent pension auto-enrolment changes. Using our knowledge and experience in salary guidance, benchmarking, payroll and pensions, we give you clear advice in simple terms to make sure you know precisely what you need to do next.



Law/Legal & Compliance

If you run a business, getting your head around the complexities of employment law can be a daunting prospect. At Castle HR & Employment Law we are on hand to offer advice and guidance on any legislative changes and legal compliance.

Areas may include –

Age Discrimination – Race Discrimination – Sex Discrimination -
Employment Tribunals - Maternity & Paternity – Redundancy - TUPE.

HEALTH AND SAFETY SERVICES

Health & Safety is vital for the wellbeing of your workforce and customers, but as a business owner or manager, it can feel like a minefield. We will take out the confusion around H&S compliance; provide the tools to create your risk assessments, keep you updated on the latest legislations and save you time. All our consultants are Institution of Occupational Safety and Health (IOSH) qualified.



Audit & Inspection

We audit procedures and documentation, inspect premises and assess levels of compliance. Our service therefore identifies opportunities for improvement.



Law/Legal & Compliance

Maintaining Health and Safety in the workplace is a legal requirement for businesses of all sizes, even those with 5 members of staff or less. We can offer help and advice with any legislative change and legal compliance.

Areas include –

Accident Reporting

CDM Regulations

COSHH

Fire Safety Procedures – Fire Risk Assessments

Health & Safety Policies

Manual Handling

Risk Assessments

Safe Working Practices

SMAS Accreditation.



Continuous Improvement & Pro – Active Management

At Castle HR Solutions our consultants are IOSH qualified consultants with experience in the field, meaning you learn from the best. All our clients can benefit from and utilise our on – site, customised training sessions.



SERVICE PACKAGES

We offer our clients a number of flexible service package options to ensure we fit their requirements. These packages can include a monthly retainer, one – off projects or ad – hoc items. We can determine what package suits you best by following the Castle HR Solutions 3 step process.

STEP ONE CONSULTATION

No obligation HR consultation, resulting in a comprehensive bespoke proposal

STEP TWO COMPLIANCE

Let Castle HR help your business become compliant.

As an employer you must:

- ✓ Give your staff written confirmation of: Description of work, Working hours and breaks, Pay, Holiday, Notice periods and Place of work.
- ✓ See your staff's Passport or Birth Certificate to check they can legally work for you.
- ✓ Comply with Working Time Regulations: 48 hour maximum, Sufficient rest breaks, Holiday and Night working.
- ✓ Provide a detailed pay slip each pay day.
- ✓ Prepare for pension auto-enrolment
- ✓ Make sure all your pay days are Real Time Information (RTI) compliant.
- ✓ Provide a Disciplinary and Grievance Policy
- ✓ Provide a Health and Safety Policy
- ✓ Provide a Privacy Notice for GDPR Purposes

STEP THREE

LET US THEN SUPPORT & GUIDE YOUR BUSINESS, BECOMING YOUR HR FUNCTION

All bespoke to your company:

STAGE ONE

- Recruitment
- Induction
- Engagement
- Handbook / Policies

STAGE FOUR

- Exit Interview
- Redundancy
- Resignation
- Settlement Agreement

WE CAN ALSO HELP WITH:

- Employment Law (Legal)
- Training - Bespoke
- Health & Safety
- Pensions
- Payroll

STAGE TWO

- Performance Management
- Development & PDPs
- Holidays & Absences

STAGE THREE

- Retention & Succession
- Reward & Talent Management

Having the right documentation in place can help you mitigate many of the risks around potential employment tribunals. Failure to fully comply with UK & EU Law can carry fines of up-to £20,000 per employee!

HEALTH AND SAFETY SERVICES

Our retained HR packages provide you with comprehensive HR support and the peace of mind that comes from knowing that your HR issues are taken care of.

Committing to a package also gives a discount on any future ad-hoc projects. All packages are available on a 12 month rolling contract (with 3 months notice) or a pay as you go contract – we do not tie our clients into long, protracted sign in periods.

As part of all the packages as standard Castle will:

- Make sure your contracts of employment, employee handbooks, policies and procedures are up to date and legally compliant.
- Email & Phone support at any time during office hours and when agreed outside of these.
- 4 x HR & Employment Law Seminars a year - **FREE**.
- Free Employment Law newsletters for the latest HR information and advice.



Packages can be offered across 4 main levels –

The packages can include Employment Protection cover up to £1 million

Prices start from £100 per month and vary depending on company size and requirement.

	BRONZE	SILVER	GOLD	PLATINUM
Employee Numbers	1 - 5	6 - 30	31 - 80	80+
HR Support	✓	✓	✓	✓
H&S Support	✓	✓	✓	✓
Training Sessions Annually	0	0	2	4
Delivery Hours per Month (email, text, telephone support)	2	4	8	16
Face to Face Meetings per Month	0	1	2	4
Legislation Updates Communications	✓	✓	✓	✓
Prices From	£150	£300	£600	£1200

Pay as you go

To ensure you are covered as and when you are needed, your HR Consultant can provide you with ad-hoc telephone/email/face to face meetings to support you accordingly.

We also offer Ad-hoc HR support: Hire our services when you need them from £85 per hour.

CLIENT FEEDBACK

We always feel extremely proud when we receive testimonials from our clients - here is a small selection we have received:

“Nicky and Castle HR are a wonderful company to work with. Incredibly professional, efficient and all with the personal touch which make business so enjoyable to do with them. In the UK today HR is a minefield and Castle have helped ensure that our company does everything by the book so our staff are protected as well as our company too. It was one of the best things we did choosing to work with Castle because their looking after human resources has freed our management team up to look at driving growth in the business. Just a fantastic company to work with!”

“We have worked with Castle HR for approximately 18 months now. We have found the team to be extremely professional, providing my business with invaluable HR help and assistance.

They have, over time become our HR department, offering pro – active and reactive HR advice and support. Their contribution to my Company has permitted me and the other Directors to concentrate on running our business, leaving all HR and people matters in their very capable hands.”

“My business and I have worked with Nicky and her team at Castle HR for approximately 3 years. Nicky has assisted us with the implementation and ongoing management of our HR systems, employment contracts, policies and procedures. Her invaluable advice and guidance on all HR and people matters has removed any concerns on our HR practices and allowed us to focus on driving our business forward into its next phase of development. Nicky has also been instrumental in our business achieving the BPIF seal of excellence for HR. I would have no hesitation in recommending Nicky and the Castle HR team to any small to medium size business.”

THE TEAM

Our team are all CIPD and IOSH qualified enabling them to offer the highest quality expertise. With over 20 years' experience in both generalist HR and H&S fields the team is fully equipped to deal with all people related items.



Nicky Skelton
HR Consultant

Nicky joined the Castle team in 2010, bringing 'HR & Employment Law' – an exciting new division into the Castle portfolio. Nicky is an extremely experienced operations HR, CIPD qualified, professional who has an extensive manufacturing and engineering background.

Her speciality is the delivery of all operational HR and Health and Safety requirements as needed by any reputable organisation.



Amanda Witter
HR Consultant

Amanda is an experienced operational HR professional qualified with the Chartered Institute of Personnel and Development.

Amanda contributes her senior-level experience in operational HR and Learning and Development across retail (food and clothing) and manufacturing sectors and brings previous consulting experience, having worked with SME's in a consultancy capacity within the Yorkshire area.



CASTLE

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also

ACCOUNTANCY & FINANCE

HOSPITALITY & CLEANING

BUSINESS SUPPORT

HUMAN RESOURCES

EDUCATION

INDUSTRIAL & CONSTRUCTION

ENGINEERING & MANUFACTURING

IT, SALES & PROCUREMENT

10a - 11a Newchase Court, Hopper Hill Road, York, YO11 3YS

t 01723 344134

e info@castlehr.co.uk

www.castle-employment.co.uk

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