



## HR Advice for small businesses

Take the risk out of managing people

### Giving you access to sound, professional, commercial HR advice

As a small business owner, you don't need us to tell you what the impact of just one employee issue can have on your business. And these issues can crop up at any time, sometimes expectedly, but often with very little warning. You need to be prepared to respond to those issues quickly and professionally. Yet without the right HR support in your business, how do you do this?

AdviserPlus HR Advice for SMEs gives you access to experienced HR professionals who will support you with commercial advice, present you with choices and associated risks, and help you to reach the right outcome for your business, saving you time and money.

The service also gives you access to an online portal containing guidance and hundreds of HR documents and templates. In addition, you can receive unlimited telephone support from our dedicated team of HR professionals who will give you legally reliable and practical advice.

0844 327 2293 (option 1)  
salessupport@adviserplus.com

Our unique three promises to you:

- **Our unique support promise**  
No limit to the number of conversations you can have with your advisers. We focus on quality of advice, not speed of resolution
- **Our unique advice promise**  
Our advice is guaranteed up to £100,000. As long as you follow our advice, we'll pay any resulting legal or settlement costs
- **Our unique pricing promise**  
Our pricing is 100% transparent, with no hidden surprises



# If you need help with people matters, then AdviserPlus HR Advice can support you.

A variety of features and benefits are available across the AdviserPlus HR Advice for SMEs range.



We've been a market leader in this field for nearly 20 years

We support over 22,000 SMEs

We open over 125,000 cases every year

We employ over 225 HR professionals

We also support market-leading corporate businesses, such as:



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Area	Bronze	Silver	Gold
From as little as...	£35 a month	£50 a month	£180 a month
Indemnity	£20,000	£50,000	£100,000
Advice Line	8am – 6pm weekdays*	24/7*	24/7*
HR Knowledge Portal	✓	✓	✓
Documents Templates	✓	✓	✓
Newsletters	✓	✓	✓
Welcome Call	✓	✓	✓
Case Bundle Support	✓	✓	✓
Proactive Case Management		✓	✓
Case Viewer		✓	✓
Case Notes		✓	✓
HR Health Check Call		✓	✓
Contract Support			✓
Policy Review			✓
On-site Consultancy			✓

\*Excluding public holidays in England

# Bronze



**From £35 per month ...**

Our Bronze HR service gives you core resources to support your HR needs:

- Access to an advice line, 8-6 weekdays. \*
- Indemnity to the value of £20,000.
- Online resource containing best practice, plain English presentation of HR guidance.
- Comprehensive set of document templates.
- Welcome call and regular newsletter.

Employees	Per month	Per annum
01 - 009	£35	£420
10 - 049	£50	£600
50 - 250	£110	£1,320

(plus VAT; you can pay monthly or annually)

**Remember, if you buy our H&S service at the same time, you get a 20% discount.**

\*Excluding public holidays in England

## Bronze HR Key features and benefits.

### Dedicated Advice Line

Our team of HR professionals is not limited by the time they spend on the phone with you. They're available to AdviserPlus HR Advice Bronze customers between 08:00-18:00 for instant advice and support.

### Commercial Advice

Our HR professionals won't tell you what you can't do, they will seek to understand your preferred outcome and will present you with balanced choices and risks.

### Early Intervention

AdviserPlus HR Advice's online resources give you 24/7 access, enabling you to source the information needed and take control of issues early, as well as access to over 500 HR policies, documents, templates and more.

**Our team of HR specialists is here to take your call**

## Case Study

A family-run estate agent needed more support in managing a growing team and the challenges that come with this. By subscribing to AdviserPlus HR Advice, they feel they have their own HR team in house to call upon whenever they need them.

*"I absolutely love your HR advice, it's a fantastic service to use. I really do appreciate their guidance and the follow up information they provide. They are a great team, with terrific knowledge and very helpful."*

*Louise Wilkinson Accounts & Co Sec, Graham Butt Estate Agents*



# Silver



**From £50 per month ...**

Our Silver HR service gives you everything included in our Bronze HR package, plus:

- 24/7 access to the advice line. \*
- An increase in indemnity value to £50,000.
- Proactive follow-up case management from your case adviser on every case.
- Case notes posted into a secure online repository, Case Viewer.
- An introductory HR health check call.

Employees	Per month	Per annum
01 - 009	£50	£600
10 - 049	£80	£960
50 - 250	£140	£1,680

(plus VAT; you can pay monthly or annually)

**Remember, if you buy our H&S service at the same time, you get a 20% discount.**

*\*Excluding public holidays in England*

## Silver HR Key features and benefits.

### 24 / 7

Take advantage of round-the-clock support, ensuring that whenever an HR matter arises you have access to expert support to manage the issue in the most timely manner.

### Case Viewer

Case Viewer is a secure, personalised receptacle for case notes provided by your case adviser. You can also use it to update the case yourself, including sharing documents. No more scribbled notes, emails or recollected conversations.

### HR Health Check

Manage your business more effectively and save time and money by letting us conduct a full HR audit of your business to understand any risk areas and how we can help you to address them.

**Our team of HR specialists is here to take your call**



## Case Study

Daylight Cleaning Services was experiencing an increase in HR issues. They purchased AdviserPlus HR Advice for SMEs to help them fill the gap in employment knowledge and help minimise the risk to their business.

*“With each issue we’ve had they’ve helped us take it through to a successful conclusion. I’m not an HR person and we’re a small business so without them some of the situations with employees could have been quite sticky. The advice has always been absolutely solid and I trust everything that they say”.*

*Alison Muir, Business Owner, Daylight Cleaning Services*

**Gold**



**From £180 per month ...**

## Gold HR Key features and benefits.

### On-Site Support

One of our HR Technical Consultants will spend 2 days a year on-site at your business, tailoring the support to your requirements, whether that is help with a complex disciplinary or coaching for line managers – it’s up to you.

### Contract Support

Protect your business against Employment Tribunal claims arising from out-of-date contract terms. We’ll remotely review your current contracts of employment to ensure they’re legally compliant and up-to-date.

### Policy Review

We’ll remotely carry out a review of your core set of essential policy documents, including your staff handbook, and ensure they’re fit for purpose, legally compliant and supported by effective processes.

**Our team of HR specialists is here to take your call**

- Our Gold HR service gives you everything included in our Silver HR package, plus:
- An increase in indemnity value to £100,000.
  - Full policy review delivered remotely by one of our HR Technical Consultants.
  - Compliance review of your current contracts.
  - Inclusive 2 days’ on-site consultancy to support with whatever matters you require.

Employees	Per month	Per annum
01 - 009	£180	£2,160
10 - 049	£275	£3,300
50 - 250	£330	£3,960

(plus VAT; you can pay monthly or annually)

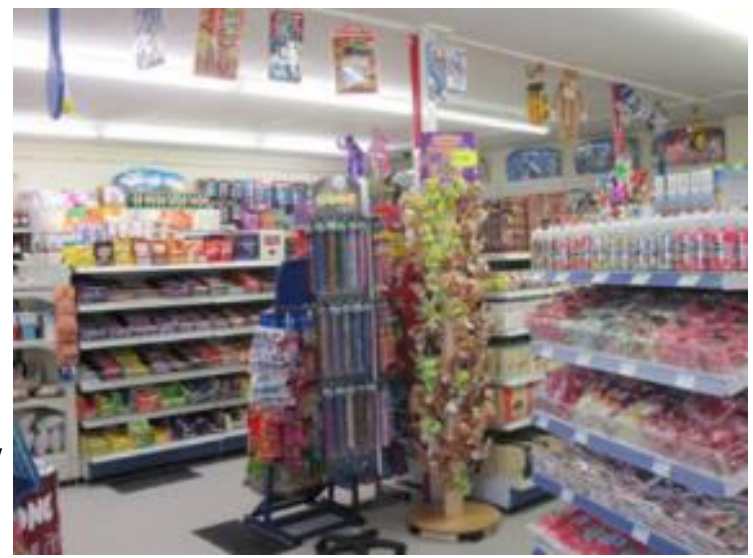
**Remember, if you buy our H&S service at the same time, you get a 20% discount.**

## Case Study

As the UK’s largest supermarket and gift shop franchise specialising in holiday sites, J&J Wilson take on the worry of staffing so the franchisee doesn’t have to, but that means they need the additional support.

***“I can safely say that you engaged the Area Managers from the start and delivered a huge amount of information, and your knowledge dealing with their employment queries from them was 100%. I felt totally encouraged that through your advice, the team then pulled together during the session, and took the initiative/ownership of how the company is going to move forward with our staff training and development at shop level.”***

*Jac Sandy, Wages / HR, J&J Wilson*



## On-site support

### Additional Support

If you've got an issue that you feel needs face-to-face support, you can purchase one-off consultancy days on top of your existing package, available to Bronze, Silver and Gold customers.

Our HR consultants will tailor the support depending on what you need and it can be used to help in a number of areas, not limited to:

- HR policy and contract design/creation and delivery.
- Managing redundancy/restructures.
- HR negotiation and issues resolution.
- Managing discipline capability or grievance issues face to face.
- Group coaching session for line managers on a wide range of technical and practical areas.

Prior to the on-site day, the HR Consultant carries out a discovery call to understand your needs and to plan for the session, so you get the most out of the on-site support.

## Gold



### Includes:

- **2 days' on-site support**
- **Remote policy review**
- **Remote contract review**

**Purchase additional ad-hoc support when you need it**

**0844 327 2293 (option 1)**  
**salessupport@adviserplus.com**

## Remote support

### Policy review

Reduce risk and ensure compliance knowing that your policies are up-to-date and save money by not having to engage legal experts or additional HR consultancy costs

We'll remotely carry out a review of your core set of essential policy documents, including your staff handbook, and ensure they're legally compliant and supported by effective processes.

### Contract review

Protect your business against Employment Tribunal claims when out-of-date contracts are scrutinised and save time trying to understand the ever-changing, complex world of employment law.

We'll remotely review your current contracts of employment to ensure they're legally compliant and up-to-date.

## Recruitment

- Attracting the Applicant
- Offering the Job
- Probation
- Protecting Vulnerable Groups
- Selecting the Right Person
- Staff Handbook
- Types of Worker

## Work Arrangements

- Employee Records
- Flexible Working
- General Data Protection Regulation (GDPR)
- Health & Safety
- Hours of Work / Rest Breaks
- Information and Consultation
- Lay-Offs and Short-Time Working
- Managing Disability and Mental Health
- Modern Slavery / Human-Trafficking Statement
- Part-Time Workers
- Pay
- Pension Auto-Enrolment
- Time to Train
- Trade Unions
- Training & Development
- Transfer of Undertakings
- Use of Computers
- Varying the Contract of Employment

## Behaviour & Performance

- Appraisal
- Discipline
- Poor Performance

## Employee Concerns

- Discrimination
- Grievances
- Human Rights
- Whistleblowing

## Sickness & Attendance

- Absence Due to Illness – Long-Term
- Absence Due to Illness - Short-Term
- Unauthorised Absence

## Time Off

- Adoption
- Emergency Leave for Dependants
- Holidays
- Maternity
- Parental Leave
- Paternity
- Shared Parental Leave
- Time off for Public Duties

## Leavers

- Constructive Dismissal
- Dismissal for Some Other Substantial Reason
- Dismissal on the Grounds of Illegality
- Dismissal with Notice
- Expiry of a Fixed Term Contract
- Frustration of Contract
- Giving References
- Redundancy
- Resignation
- Settlement Agreements
- Termination by Mutual Agreement

Just some of the issues supported by AdviserPlus HR Advice for SMEs ...

## Recruitment

AdviserPlus HR Advice has a dedicated topic supporting recruitment of staff. You will find documents and advice on attracting the applicant, offering the job, probation, types of worker, selecting the right person, staff handbook and protecting vulnerable groups. Use the recruitment checklist to support you in the recruitment process or job specification to assess the requirements to ensure the right type of recruitment method is used.

## Staff Handbook

The AdviserPlus HR Advice staff handbook is a comprehensive document template that you can adapt for your business's needs, it saves you time and gives you peace of mind your core employment practices are legislatively up-to-date, consistent and compliant.

## National Minimum Wage

AdviserPlus HR Advice can support you with ensuring you are compliant when paying your staff. Our briefing documents and checklists provide a summary of the basic rules relating to the national minimum wage and will help ensure that you are not accidentally paying a worker less than the legal minimum.

## Disciplining and Dismissing Staff

AdviserPlus HR Advice advisers will ask you what your desired outcome of a situation is and provide you with the advice and support needed in a risk-managed way. Adherence to process is essential: with the abolition of Employment Tribunal fees, companies are increasingly at a risk as there is no financial barrier for an employee to raise a claim.

## GDPR Compliance

AdviserPlus HR Advice helps ensure your employee personal data meets the requirements of the GDPR and minimises your risks of financial penalties and reputational damage. The HR Personal Data Audit Template will help you identify the different types of data that you process in your business, identifying any compliance gaps and establish an action plan

## Contracts of Employment

AdviserPlus HR Advice has contract of employment templates for different workers, from fixed and zero hours to home workers. We also provide you with specific advice on all different types of workers, from permanent employees to casual workers, sub-contractors to apprentices, home workers to voluntary workers.

## Common Questions



0844 327 2294 (option 1)  
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 AdviserPlus

**Q My business has absolutely nothing in place for HR – can you help me?**

**A** Yes, all our services include access to an online portal with all the documents you need to get your business compliant quickly. You can speak with our advice line about any matter and, with our Silver and Gold service, you'll receive an HR Audit to assess your current levels of compliance and form an action plan accordingly.

**Q Can someone visit me at my office to assist with HR matters?**

**A** Yes, you can purchase as many consultancy days as you need and, as part of our Gold HR Service, we offer 2 days' on-site consultancy included within the subscription.

**Q What countries are covered by the services?**

**A** The AdviserPlus HR Advice for SMEs service is available and fully supported across England, Scotland, Wales.

**Q Does the service provide advice on different types of employment?**

**A** Yes, the Knowledge Portal contains a topic called 'Types of Worker', which distinguishes employees, self-employed, permanent employees, fixed-term workers, casual workers, zero hours contracts, home workers, self-employed contractors, agency workers and voluntary workers. The topic explains the difference between each type of worker, and how your HR and employment law responsibilities differ. And if you need anything clarifying, you can all the advice line.

**Q Can you provide me with a staff handbook?**

**A** With access to the Knowledge Portal, you have access to an HR employee handbook, which can include the following topics of your choice: equal opportunities, dignity at work, policy on recruitment of ex-offenders, sick leave, holidays, discipline, capability, grievances, whistle-blowing, health and safety, alcohol and drug abuse, company searches, smoking, data protection, IT, communications and monitoring, social media, parental leave, maternity, adoption and paternity rights, changes to personal data, redundancy, expenses, retirement, flexible working policy.

Any HR issues in these areas can be discussed openly and without judgement with one of our qualified case advisers who, when appropriate, will provide a variety of risk-managed options to help you to make the best decisions for your business.

**Q Can I rely on the advice you give?**

**A** We are so confident about the advice and support that we provide that we stand behind its accuracy. If you provide us with all details of an issue and follow the advice we subsequently provide promptly, if that advice proves inaccurate and you suffer a loss as a result we will compensate you for the loss.

**Q Is this an insured service?**

**A** No. Where some service providers offer protection whether you seek advice or not, or whether you apply the advice correctly or not, we offer you protection if we get it wrong, but not if you don't try to get it right.



Need health and safety advice? We do that too. Buy this with HR and get a 20% discount.