

Retained HR Services

Why Outsource Part or All of your HR?

Whether in part or full, HR outsourcing is ideal for companies with no internal HR function; an in-house HR team seeking additional advice or support; or busy HR teams in need of an additional pair of hands on an ad-hoc basis.

We work with over 400 SMEs (including charities) across the UK, in over 30 sectors. We are flexible and easy to work with, offering support via email, telephone or virtually online. We work hard to build strong relationships with our clients, getting to know their business and becoming their trusted HR partner. Our advice is fair and consistent, and our solutions reasonable, practical and commercial.

Our Service

We have a UK-wide team of senior level HR professionals with a vast array of HR knowledge and skills. Our focus is on providing business owners and managers with the key day-to-day HR support they require, which extends to much more than just contracts, handbooks and employee relations. We stay on top of employment law changes and HR trends, meaning you don't have to.

Retained HR Service (£135 plus VAT for up to 100 minutes of HR support per month)

The support we offer under the retained service includes, but is not limited to, the following:

- The provision of an 'HR starter pack' including a standard contract of employment and a standard employee handbook containing key HR policies
- The provision and tailoring of HR policy documents
- Reviews of your contract of employment and employee handbook*
- Advice on the practical implementation of UK employment law
- Advice and guidance relating to employee relations
- Advice and guidance regarding headcount reduction (redundancy)
- Advice and guidance relating to lawful termination
- Advice and guidance relating to absence including family leave
- The provision of letters in relation to the advice and guidance provided
- General advice and guidance via email, the telephone or online relating to HR matters
- Support with employee communication
- Quarterly newsletter, including employment legislation updates and notable changes to employment practices

* *subject to terms and conditions - see FAQs for details*

Additional HR Services

Additional HR services are available to all retained clients. Hunter Adams provides all HR services and your consultant can give you a cost estimate for any additional support required.

These services may include but are not limited to:

- A full HR compliance audit and follow up report
- The case management of employee relations matters including investigations, hearings and appeals
- Assistance or project management of merger and acquisition (M&A) activity including where the Transfer of Undertakings (TUPE) is applicable
- The design and delivery of training and development programs including leadership development
- The design and implementation of reward processes, including benchmarking, job evaluation and incentive plans
- The provision of a dedicated recruitment professional to reduce recruitment fees (no placement fees charged, solely the day rate for the recruiter)
- Advice and guidance on compensation and benefits for employees
- Awareness sessions for managers on specific topics i.e., absence management, performance management, disciplinary and grievance investigations
- Executive coaching for line managers and senior leaders
- HR consultancy support to review the structure of the HR function and its performance
- Gauging employment engagement (culture assessment) and developing an HR improvement plan
- Setting the people strategy and plan for the company or organisation
- Expert support to determine the right solution and or to implement a new HR system
- Providing organisational design or change management expertise
- A full review of your HR policies

Our Retained HR Model

Our model is designed specifically to support businesses and organisations who want absolute certainty around what they are paying each month for their HR provision. Clients opting for this model pay a **monthly fee of £135 plus VAT** and this allows remote access to HR advice and guidance via telephone, email and virtually online **for up to 100 minutes a month**.

Our one-year agreement has a fixed rate for the initial 12-month period. At the end of this agreement, unless you cancel your agreement with two months' notice in writing, a new 12-month agreement will be put in place. Rates may increase annually based on market RPI data. There is no obligation to renew after the initial one-year period.

Additional support can be provided at an hourly rate of £145 per hour plus VAT. If you use less than one additional hour over and above your 100 minutes, we will pro-rate the cost for that hour.

This is a great model if general day-to-day HR support and guidance is all you need. However, you can always buy other services that you may need as you grow or enter challenging times.

Benefits of using this model:

Our fees under this model are significantly discounted from our standard consulting rates for SMEs and not-for-profit organisations (by around 45%).

Standard contract lengths for support of this nature are around five years. Our contract is for one year.

We're not registered as a law firm and don't insist on tribunal insurance. We provide practical, commercial advice so you don't need to jump through hoops. With our education and experience we do cover most employment matters under the agreement. Where we need a legal opinion, we can secure discounted rates for our clients from legal partners across the UK.

We have a small, focused team of experienced HR professionals managing our retained services, so our approach is very personalised. We really get to know our clients.

You will be provided with a dedicated focal point who will be your Hunter Adams contact, meaning you'll generally speak to the same person each time you need support.

For FAQs on our retained HR model see **Appendix 1** at the end of this document.

Alternative Support Models

If a monthly retainer doesn't work for you and your business, get in touch with us to discuss the alternative support models we offer.

Believe us when we say there is **very little
we've not heard or supported clients through.**

Sarah Beaumont, Director of HR at Hunter Adams

Our Team and their Experience

Our team of HR consultants have extensive experience of working in-house, so they know exactly what you are going through and the challenges you may find yourself facing. In addition to their in-house experience, years of consulting means they have dealt with clients of all sizes across various sectors and have experienced most HR situations imaginable. Some of the types of clients they've worked with are below.

**Start-Ups /
SMEs**

**Oil & Gas
Supply Chain**

**International
UK Entities**

Technology

**Manufacturing
SMEs**

**Agency /
Consulting
Businesses**

**Fast-Growth
Start-Ups**

Education

Retail

Third Sector

Pharmaceutical

**Over 30 sectors
in total**



Fraser Sked, one of our friendly HR support team.

Don't Just Take Our Word For It...



We engaged Hunter Adams early on in our journey and they supported us with our contracts and handbook etc. The problem when starting out is that you don't always know what you need, but Hunter Adams' call-off service, Hunter 100, is a good model because it gives you flexibility and the ability to access advice when you need it on an ad-hoc basis.

The value Hunter Adams brought initially was the clarity around the things which were important for our new employees. They helped us to provide a framework which made our people feel comfortable, demonstrating that our business was robust and stable, and covering the key things that would impact them personally. Sometimes for founders and senior execs, the business is their whole life, and they don't necessarily think about things like maternity leave, or what happens if someone dies etc. Thinking more about HR allowed us to bring clarity to employees who may have been considering that and they knew there was mechanisms in place as and when they needed to access them.

From a management perspective, Hunter Adams ensured we had the information and tools we needed to make decisions, so that these were based on employment law and compliance as opposed to just opinion.

So, with all this taken care of, we – the founders of the business - were able to focus on growing the business and developing the culture we wanted to create.

Craig Everett - CEO, Holibob



I'd just like to say how impressed I've been with the Hunter Adams team so far. The work they have done for us has been completed without delay and presented in a way that facilitated straight forward discussion about our next steps, we now have a clear set of objectives to complete internally.

They have simplified quite a complex set of issues around employment contract differences and highlighted best practice for us to follow - exactly what we needed!

Stuart Winterburn - Managing Director, Zenzero (previous Dynamic Edge)



The Hunter Adams team is calm, very knowledgeable and have helped us navigate the tricky nuances of HR law, policy and procedure.

Their responses to any question are very detailed and considered, and always returned in a prompt manner. They always provide clear and easily understandable advice, combined with references to the legal basis on any matter, as well as examples of how these are used in real life scenarios. They are immensely helpful and thorough.

Anna Joyce - Head of Operations, SH:24

APPENDIX 1

FAQS

On Our Retained HR Service

Can you tell me a little more about Hunter Adams?

Hunter Adams was founded in 2011. Since then the company has worked with over 1000 clients, including over 400 SMEs and not-for-profit organisations. The company has a team of around 70 consultants who are based across the UK. We have worked across over 30 sectors and provide all HR services, including HR consulting, we provide interim consultants, we provide outsourced HR for SMEs and not-for-profit organisations, and we also recruit contract and permanent HR professionals for our clients.

Is the retained HR model new to Hunter Adams?

We have been supporting SMEs with their HR since 2011 and have worked with over 400 businesses. Based on feedback from the market and our clients we have now introduced a retainer fee model which helps clients to budget for their HR on an annual basis.

What makes Hunter Adams retained HR service different to others in the market?

Most models are offered by registered law firms who also recommend employment tribunal insurance. This may be a cost-effective solution for many, but tends to be fairly rigid in reality. Our clients prefer that we can provide commercial and practical advice as we do not have to work within the complex insurance processes. We have a dedicated contact point and offer a more personalised service. We also understand needs change so do not tie clients into five years contracts (our contract is one year).

As this is a remote service, what happens if I would like someone to come to the client office to help us with a project or case?

We can support you onsite, based on the availability of local consultants. Our team are based throughout the UK and many are mobile. This service would be charged at a market-based day rate and would be charged in addition to your retainer fee. Please discuss with your Hunter Adams focal point who can give you an estimated cost and timeline for delivery.

How many hours of support do I get for my retainer?

Your retainer fee is based on 100 minutes of support per month. Typically, this is more than enough for an SME. You can purchase additional support at an hourly rate should you need it.

Will my rates/retainer value increase during the contract term?

Our one-year agreement will be fixed at the same cost for the duration of the term. The rates will be reviewed at the start of each contractual year in line with market RPI indexes.

How is HR support delivered?

Our HR team is based across the UK, working remotely for our clients. We work with our clients via telephone calls, email and virtually through online tools such as MS Teams and Zoom (or a client preferred tool). We will take time to understand the issue or challenge and work to deliver a solution in a timely manner. Your Hunter Adams focal point will check in with you on a regular basis to ensure you are receiving the level of support you require.

What happens if I don't use all of my hours in a month, do they carry forward?

Retained HR services are discounted on the basis we understand that clients will not always use their full allocation of hours. It is not typical for these models to carry forward unused time and as such Hunter Adams does not accumulate unused hours.

What happens if I need more support in a month, over and above my retainer?

We understand that from time to time you will require additional support. We can provide additional HR support at a rate of £145 per hour plus VAT. If you do not use the whole hour, we will pro-rate the additional cost. We would advise you prior to any additional charges. Additional work will only be carried out with your approval or you may wait until the following month to have the work completed to prevent additional charges.

We recommend discussing any additional requirements with your consultant as there may be a more cost-effective solution for that specific issue or project.

I need an HR audit to be carried out is this part of my retainer?

We can provide you with an HR health-check as part of your retained service which consists of a high level assessment of what is in place and any key gaps.

A full HR audit with report is available at a cost of £2,000-£3,000 plus VAT.

I need a new employee handbook, is this covered under my retainer?

If a new handbook is required, our procedure is to ask you to complete a questionnaire which then enables us to provide you with a handbook that is suitable for your business. Additional charges may apply depending on the level of personalisation required.

I have an employee handbook and would like it reviewed, is this part of my retainer?

We can review your handbook under the retainer if this can be completed within the 100 monthly minutes of support. If the employee handbook is significantly out of date, we may recommend using a new version which we will provide that contains all required UK HR policies. If extensive work is to be carried out to bring your employee handbook up to date and to ensure legal compliance there may be an additional charge (which your consultant can advise you on once they have reviewed your current documents).

I would like my HR policies to be reviewed and updated, is this covered by my retainer?

On an annual basis we can review your HR policies to ensure that they are compliant with changes in the law. If your policies are significantly out of date, we may suggest that we provide you with updated examples. Should you have an extensive list of HR policies that require significant updating there may be an additional charge which your consultant can confirm once they have reviewed your existing documentation.

When I need HR support, what is the process for requesting this?

Once you have engaged with Hunter Adams you will be assigned a dedicated focal point. They will provide you with their contact details. They will also provide their teams' contact details in the event that your focal point is not available at the time required due to being on leave or being tied up with another client. We are a small, dedicated team so you will receive a personal service.

Do you operate 24/7?

We offer a personalised HR service which operates within standard office hours. If you contact us out of hours you will be a priority call back the next working day.

When I need HR support, how quickly will I get it?

We pride ourselves on our response time to clients. In certain circumstances, we do need to prioritise client needs based on the level of urgency of a matter. We aim to respond to all enquiries within 24 hours or the next working day if received over the weekend or on a bank holiday.

Does my retainer include employment tribunal insurance?

As a rule, we do not offer our clients the option to purchase employment tribunal insurance. We work with our clients to ensure that they work within the law and act reasonably at all times, which mitigates their risks.

Does my retainer include legal advice?

Many of our team are qualified in HR and employment law. We are not however a law firm and therefore do not provide legal opinion. This means we provide you with practical, easy to understand advice and guidance on the implementation of UK employment law in the workplace, so you do not have to interpret the law. On the rare occasion where we do need to seek a legal opinion for you, we have relationships with several law firms who will offer discounted rates for our retained HR clients.

How does Hunter Adams know how much time I have used under the retainer each month?

Hunter Adams records time in our time-writing system. We record every 6 minutes as per standard professional services model. We can provide usage reports to clients as required.

If I require an additional service, how do I pay for it?

Where a service is used that is not covered by the monthly retainer, you will be invoiced for the service and payment terms will be set out on the invoice as well as our company bank details.

How will payment be taken?

The monthly fee of £135 will be taken by direct debit. The monthly fee is paid in advance of the services being provided. Any additional hours will be invoiced at the end of the month they occur and the invoice should be paid within 30 days from date of invoice.

I am an existing client with money remaining in my Bank of Hours account. Can I use these funds to switch to the retained service?

If you'd like to switch over to our retained service you will first need to use up your remaining time under our Bank of Hours model. Alternatively, you could pay the £135 per month and use whatever is left in your Bank of Hours account to cover any work over and above the initial 100 minutes.

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