

HRConnect

Summer 2025

Products & Services

Staff**Care**Services

Employment**Check**✓

ProspectsPayroll

KENT-TEACH.COM



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Customer Charter

Our promise to you

Reliable

Our customers are assured that their needs will be fulfilled consistently and without any unexpected hurdles.



Reachable

We are committed to removing any barriers to customer engagement, making it simple for customers to obtain information, assistance, and services when needed.



Knowledgeable

Our teams possess a deep understanding of the markets we support and the products and services we offer, including any associated industry regulations, legislation, and guidance.



Personable

We create meaningful connections with our customers by offering a personal, friendly, approachable, and engaging experience.



Dependable

We take our responsibilities seriously and consistently deliver on our promises, maintaining transparency in our communications, and prioritising ethical practices.



We would love to hear from you. Please scan the QR code, complete the form and we will get back to you as soon as possible. If you have more than one service with us, we welcome multiple submissions to ensure this remains service specific.

We put your people first

A message from Gill Nye, Managing Director of HR Connect

"Our experience and knowledge is reflected in the quality of services we provide. Whatever your HR need we will work in partnership with your team to create a solution that works for you."

At HR Connect, we pride ourselves on providing personal, reliable services which remove the hassle of your back-office processes to allow you to focus on the smooth running of your organisation."



About us

HR Connect are fully accredited, compliant and deliver award winning levels of service, meaning you can rely on us to put your people first.

We Put Your People First

With more than 25 years at the forefront of HR and People services, our teams specialise in supporting the Education and Public Sectors. Trusted by over 1000 customers nationwide including Schools, Academies, Multi-Academy Trust (MATs), Local Authorities and NHS Trusts.



Our Brand Family

HRConnect

An experienced, people-focused provider of tailored HR solutions, payroll, pension, and HR administration services.

EmploymentCheck✓

A DBS-approved E-Broker system that ensures all team members are cleared to work in your organisation.

KENT-TEACH.COM

The leading recruitment platform for Kent schools. We aim to ensure that the children and young people of Kent get the best start in life by recruiting quality teachers.

ProspectsPayroll

A professional and supportive payroll service to the education sector, working with schools, academies and MATs across the UK.

StaffCareServices

Supporting more than 145,000 staff and pupils with access to our occupational health and EAP services. Helping you create a positive, healthy environment for everyone.

Legal Connect

A dedicated, supportive Employment Legal Service guiding you through your employment needs.

Our Core Principles

As part of the wider Commercial Services Group we are proud to deliver services that truly have people at the heart of everything we do. HR Connect strive to embody our core principles through exceptional Customer Experience, Commercial Awareness, an Empowered Workforce and ensuring Social Value.

We are wholly owned by Kent County Council, which means that the money we make is returned into the Public Sector to re-invest, creating true profit with a purpose.



HR Advisory Service



**An experienced and dynamic HR team,
supporting you with tailored HR Solutions.**

Specialist expert advice

"Our HR Advisory team provides specialist expert advice and guidance on a range of HR matters."

Elliot Masters, Associate Director HR Advisory & Strategy

Working in partnership with our customers we are experts in finding practical and pragmatic solutions. We have comprehensive knowledge of HR best practice and current employment legislation and a sound understanding of operational and strategic 'people' issues facing organisations.

Our HR Specialists work closely with Managers and Senior Leaders, as well as internal HR teams for Academy Trusts (and anyone else that has a HR team of course!) to understand your organisation's objectives and identify the appropriate people management solutions. With our guidance and advice we support organisations to make HR decisions, to consider options available to them and discuss any associated risks.



Elliot Masters

Specialist expert advice

HR Advisory Service

Our team has extensive experience working with Schools, Academies, Multi Academy Trusts and other organisations.

Our Services include:

Allocated HR Consultant

We recognise the importance of developing close working relationships with our customers.

HR Solutions appropriate to your needs

Every organisation is different and our HR experts are skilled at tailoring advice to your unique needs and your employee relations challenges.

On site support

To provide advice, guidance and reassurance in dealing with complex and challenging HR/Employee Relations staffing matters.

Access to a telephone support and email advice

Providing pragmatic and straightforward guidance on staffing matters and advice on the practical application of employment law and conditions of service.

Access to a comprehensive suite of resources

Via our online portal including access to policies and articles. Schools will have access to letters and template documents through their consultant.

Access to webinars, bite sized training and monthly newsletters

Keeping you updated on employment related issues.

Spring, Summer, Autumn Customer Breakfast Briefings and Workshops

Regular face-to-face events for customers to network and learn about all the latest policy, legislation and system updates, including engaging best practice Workshops.

We offer a range of flexible packages and bespoke solutions to meet our customers' needs.



HR and Employment Matters

Our Advisory Team provides support and guidance to our customers on a range of complex and sensitive HR/Employee Relations matters including:



Discipline, Dismissal and Grievance

Management of staff discipline and grievance issues can often be complex and time consuming, but having one of our experienced specialists to support and guide you through the process, will provide you with peace of mind. We provide tailored pragmatic advice on each case with a solutions focused approach, identifying your legal responsibilities along with risks and options for consideration. Our HR experts will also support and guide you through initial settlement negotiations to bring a resolution to your issue.



Ill Health and Absence Management

Sickness Absence can be extremely disruptive for an organisation, firstly being costly and secondly the impact on other employees and stakeholders. Our specialists will support you to effectively manage absences processes up to and including ill health capability hearings and dismissals. We provide advice and practical guidance on reasonable adjustments in the workplace, phased return to work plans, risk assessments and making Occupational Health referrals.

HR and Employment Matters

HR Advisory Service



Performance Management and Capability

We can help organisations to manage underperformance and work with you to provide support in managing the process. Our specialists will assist you to effectively manage Capability processes up to and including Capability hearings. Our experts are experienced in all matters relating to performance management including staff appraisals, performance reviews and how to manage under performance.



Change Management and Redundancies - inc TUPE Out and Academisation

Organisational restructures and potential redundancies can be very worrying for all stakeholders, and our specialists can support any organisation that may face this possibility. We will support you through the process, including setting out a timeline of events, creating a presentation for consultation and supplying documentation as required at each stage. We are specialists in TUPE processes and have a vast amount of experience in dealing with complex transfers in both public and private sectors. Our experts offer advice on issues including the application of TUPE regulations, transfer liabilities, consultation requirements and Employee Liability Information (ELI).



Safeguarding and Managing Allegations

Every organisation, within the children's workforce, has a statutory duty in managing allegations of harm and abuse against a child. Our Advisory team have expert HR knowledge and skills to support managing these complex cases. As accredited trainers with the Lucy Faithfull Foundation, backed by the Safer Recruitment Consortium, our teams commitment to continuous learning, keeps us abreast of the latest development in Safer Recruitment Practices.



Trade Union Relations

Our specialists have regular ongoing conversations with many Trade Union supporting members in Schools and Academies and get involved in many aspects of consultation either through employee relation matters or change processes.



HR Training and Development

HR Connect provides a range of training and development services including a programme of courses and webinars.

Safer Recruitment Training Courses *(see also page 19)*

Compliant safer recruitment practice is an essential component of safeguarding children and young people. Safe recruitment helps to ensure that the people you hire to work in your educational setting are suitable for the role and most importantly safe to work with children.

Our Safer Recruitment in Education Course is led by our safeguarding and HR experts who are accredited by the Lucy Faithfull Foundation, backed by the Safer Recruitment Consortium and provides you with the knowledge to ensure procedures are in place to recruit people who share your commitment to safeguarding children.

You will look at practical measures which enable organisations to deter, reject and prevent unsuitable candidates from working with children. It also covers ongoing employment, how to develop a culture of safe practice; and how to respond positively and swiftly to any causes for concern.

The course is delivered remotely and is tailored to cover all content required under Part Three of Keeping Children Safe in Education.

We also offer Bespoke Safer Recruitment Awareness Sessions, providing an introduction to safer recruitment practice for governing bodies and school leaders.

**LUCY
FAITHFULL
FOUNDATION**



Ill Health and Absence Management Training Courses

Aimed at Senior Leaders and Line Managers, this course includes an overview of short term and long term absence processes, the importance of Return to Work meetings, referrals to Occupational Health and when to progress to formal stages.

This course has been designed to engage managers in the importance of understanding managing absence in the workplace, and equip them with the skills and confidence to do so.



What's covered?

- The role of the line manager in managing absence.
- Understanding the requirements of the Equality Act 2010 including reasonable adjustments.
- Recognise factors that affect employee attendance.
- Demonstrate how to manage meetings under the policy.
- Importance of record keeping and having open communication.

Performance Management and Capability Training Courses

Tailored to Senior Leaders and Line Managers, this course provides managers with the knowledge and techniques to manage under performance in their teams with confidence.



What's covered?

- Understand the importance of timely performance management for all employees.
- Recognise when a support plan is required to manage an employee's performance that is robust, fair, clear and effective.
- Understand the difference between conduct and capability.
- Importance of record keeping and having difficult conversations early.

Safeguarding / Conduct concerns - Allegations Management and Disciplinary Training Courses

Designed for Senior Leaders and Line Managers, this course gives you a clear understanding of your role and responsibilities, increase your knowledge and confidence to effectively manage allegations against employees in the Education workforce.



What's covered?

- Provide advice and guidance on managing safeguarding concerns and when to refer to LADO.
- Managing the conduct of employees through the Safeguarding Management Allegation pathway and Disciplinary procedure.
- Consideration and understanding of the differing thresholds.
- Legal requirements regarding the duty to refer to professional bodies.
- Recognise your role and the roles of other professionals in managing allegations effectively.

Bespoke

Our Advisory team pride ourselves in knowing our customer needs and work with you to design and deliver cost-effective bespoke solutions.



This could include:

- Bespoke Policies.
- Employee Handbook.
- HR Audit.
- Single Central Record Audit.
- Support at Hearings and formal meetings.
- Investigations.
- Bespoke Training.
- Mediation.

HR Investigations

In the intricate landscape of HR challenges from misconduct allegations to workplace disputes our experienced Investigating Officers are able to navigate the complexity of HR issues providing thorough unbiased insights.



Experienced Expertise - Our skilled investigators specialise in navigating the complexities of HR issues, providing you with a comprehensive investigation report and an unbiased analysis of the issues.



Confidentiality Matters - Trust is paramount. Our commitment to discretion ensures a secure environment for investigations, fostering a culture of transparency.



Tailored Approach - Every case is unique. We customise our approach to address the specific concerns of the case.



Compliance Assurance - Our team is well-versed in employment law, ensuring that our investigations are not only thorough but also conducted with a focus on ensuring employer compliance.



Report - On completion of the investigation, we will provide a clear, logical and transparent report. Every report is quality assured before it is provided to customers.

HR Resource Hub | Policies, guidance, templates and more

Our Advisory Team maintains an extensive collection of resources, for Schools and Academies, including Policies, guidance and templates on a comprehensive range of HR matters.

We update and regularly review throughout the year in line with good HR practice and legal requirements.

These can be purchased as an ad hoc service or as part of one of our existing packages for education.

For more information, scan the QR code or visit our website
www.hrconnect.org.uk



Premium Package



The HR Connect Premium package is our most popular product, providing your School or Academy with our comprehensive consultancy support delivered by your own dedicated HR expert. This package is ideal if you need support through complex HR issues or just want the reassurance that should a problem arise you have someone you can turn to for help and advice.

- ▶ All the benefits of our Enhanced Package are included in addition to:
- ▶ Expert support at **hearings** so both the panel and the management side have HR support for advice and guidance.
- ▶ Support for the school with drafts and reviews of letters/documents for formal procedures.
- ▶ Expert support with **complex cases, reorganisations, TUPE In and TUPE Out, Academy Transfers** and **redundancy processes and estimates**.

Enhanced Package



Our Enhanced package is for customers who feel fairly confident in dealing with HR issues but appreciate the value in having a HR Consultant available to support. Key benefits include:

- ▶ Access to our team of expert, commercially-aware HR Consultants.
- ▶ A duty Consultant on hand when your named contact is unavailable.
- ▶ A designated HR Consultant available by telephone or e-mail to support you with your employee relations issues.
- ▶ Attendance at formal meetings to provide support.
- ▶ We will support you in communications with Trade Unions in relation to formal HR processes.
- ▶ HR Consultants will attend meetings to support your managers, senior leaders, governing boards and trustees.
- ▶ Expert support with **complex cases, reorganisations, TUPE Out and redundancy processes and estimates** (*TUPE In and Academy Transfers are part of Premium Package above*).
- ▶ Your designated HR Consultant will clearly outline the options available to you and any procedures that you need to follow.
- ▶ School is provided with templates letters and documents to use.
- ▶ Provide advice and guidance of terms and conditions of service for Teaching and support staff
- ▶ Provide guidance, support and reassurance that you are dealing with matters in the most appropriate way.



HR Connect have been a valued partner of KCSP since our first academy conversion in January 2014, supporting us with the on-boarding of all 25 current academies with more in the pipeline. They have a detailed understanding of the working of schools and the contractual position as it applies to both teaching and support staff.



Director of Finance & HR
Kent Catholic Schools' Partnership



We are very impressed with the level of service and attention to detail. Could not recommend you highly enough, thank you!



Federation Bursar
Federation of Westminster Special Schools



HR Connect provided a competitive training course on the new Duty to Prevent Sexual Harassment that I trusted to have everything I needed for the school. I really liked how they provided different modules for staff, management and Governors.



Tunbridge Wells Grammar School For Boys

Access Package



With our Access Package, you will be supported by our professional and highly skilled team of HR Consultants. Key benefits include:

- ▶ Unlimited access to our Knowledgebase via the HR Connect portal.
- ▶ Regular 'Stay Connected' email newsletters to ensure you're kept up to date with employment law changes.
- ▶ Chargeable remote support within core working hours from the HR Advisory team via email/telephone to support with your Employee Relations issues.
- ▶ Chargeable remote and in person attendance at formal meetings (held under an HR policy), including hearings and appeals to support the panel making the decision.

Leadership Appointment Service

Your Complete Solution for Leadership Appointments in Maintained Schools



At HR Connect and The Education People, we specialise in supporting exceptional leadership for Schools and Academies across the UK. We know that strong, strategic leadership is essential to your school’s success, and our comprehensive Leadership Appointment Service is designed to support Governors and Trustees in finding the right Headteachers and Senior Leaders to drive your organisation forward.

Why Choose Our Leadership Appointment Service?

Specialists in Education Leadership

With extensive experience in Headteacher and Senior Leader appointments, our expert team understands the unique challenges and requirements of educational leadership. We help you identify and secure the most appropriate Leadership candidate tailored to your school’s specific needs.

A Tailored Approach for Your School

Every school is unique, and we ensure a recruitment process that aligns with your values, culture, and strategic goals. Our successful placements across Kent and surrounding areas reflect our commitment to delivering leaders who truly fit your organisation.

End-to-End Appointment Support

From the initial consultation to the final appointment, we provide expert guidance and support at every stage, ensuring a smooth and effective appointment process.

What’s Included in Our Leadership Appointment Service?



Expert Education Guidance.

Expert HR Guidance.

Tailored Job Description & Person Specification.

Full Administration Management.

Strategic Planning & Shortlisting Support.

Selection & Decision-Making Expertise.

Let’s Appoint the Right Leader for Your School!

With our proven expertise and comprehensive support, we will help you to secure a strong successful leader who will drive excellence in your school.

Get in touch today to start your leadership appointment journey with HR Connect and The Education People.

For more information, scan the QR code or visit our website
www.hrconnect.org.uk



Training Courses

Duty to Prevent Sexual Harassment On Demand Training



Scan to find
out more

Our Duty to Prevent Sexual Harassment training is here to help you create a safe, respectful, and legally compliant environment for your School or Academy. Tailored for every level of staff, this training is essential for fostering a culture of respect and understanding; to support compliance with the new legal duty.

Our training has been split into three modules:

- Module 1: All staff (including volunteers).
- Module 2: SLT/Managers.
- Module 3: Governors and Trustees (including Headteacher and Staff governors).

All staff (including volunteers) should undertake Module 1. SLT/Managers should undertake modules 1 and 2. Governors and Trustees (including Headteachers and Staff Governors) should undertake modules 1, 2 and 3.

Module 1 | All Staff Training (including volunteers)

60-90 minutes

- Overview of the Duty to Prevent Sexual Harassment looking at rights and responsibilities under the new duty;
- Definition and examples of Sexual Harassment;
- How to recognise and report in your workplace; and
- Overview of unacceptable behaviours and consequences.

Module 2 | Senior Leadership Team/Line Manager Training

60-90 minutes

- Role of Leaders in preventing sexual harassment;
- Understanding your legal obligations and implications, creating, maintaining and monitoring a harassment free culture;
- How to handle sexual harassment complaints;
- Third-party harassment and supporting affected employees.

Module 3 | Governor/Trustee Training

60-90 minutes

- The Board's strategic responsibility with regards to the new duty as the Employer
- Practical Steps on monitoring and evaluating school effectiveness of the new duty
- Effective management and wider implications of Sexual Harassment complaints with Senior Leaders
- Risk management

Scan the QR code at the top of the page to find out more on our website.

Training Courses

Safer Recruitment in Education



Scan to find
out more

Brief overview

This Safer Recruitment course, run virtually online across two consecutive mornings, gives participants the information and understanding they need to recruit safely and comply with relevant statutory guidance. It is suitable for headteachers, safeguarding staff, school governors and all others in the education sector who are involved in staff selection.

Learning outcomes

Participants gain the skills they need to ensure that safeguarding is at the heart of their recruitment decisions. Based on an understanding of offender behaviour by the end of our course, participants will have:

- Identified key features of staff recruitment that help deter or prevent the appointment of unsuitable people.
- Considered policies and practices that minimise opportunities for abuse and ensure its prompt reporting.
- Begun to review their own organisation's policies and practices with a view to making them safer.

Remember, it is a requirement for at least one member of a recruitment panel to be appropriately trained in Safer Recruitment. It is advised that this training course is completed every three years to maintain up-to-date knowledge of statutory updates and developments in practice.

In addition, participants will gain a clear understanding of:

- The legal framework under-pinning this area of management.
- The procedural steps and responsibilities of managers in these issues.
- Potential pitfalls and practical, appropriate solutions.
- Imaginative, proactive strategies.

In addition, there is opportunity to discuss solutions and approaches to individual school cases.

Sound HR Advice

A podcast from  **HRConnect**

Hosted by **Lirette Mill**



Lirette Mill

Tash Godden

Debbie Hough

Ben Beer

Gina English

Steve Gallears

Episode Guide

Ep. 1 - Stress to Burn Out - Is it Just Me?

Ep. 2 - Behind the screens: The power of social media checks

Ep. 3 - Truth and Consequences: Managing Safeguarding Allegations in School

Ep. 4 - Education for all: Social Impact Initiatives Making a Difference

Ep. 5 - Next Level Leadership: Becoming a Headteacher in Education

Ep. 6 - Coming soon!



Listen now!

Scan the QR code to listen to Sound HR Advice or visit hrconnect.org.uk/sound-hr-advice

LISTEN ON  **Spotify**



Legal Connect



A dedicated, supportive Employment Legal Service guiding you through your employment needs.

Personalised service

"We are proud to be able to offer you an Employment Legal Service which works in close collaboration with our HR Advisory team in order to provide you with a personalised service, that acts in your best interests and with the knowledge and background to your needs with regards to any workplace dispute you may be faced with."

Elliot Masters, Associate Director HR Advisory & Strategy

Our Employment Legal Service can provide you with a range of services, complimenting the HR Support you already receive and ensuring you are placed in the best possible position to tackle any issues you may be faced with at an early stage.

Advising and drafting Settlement Agreements

What is a Settlement Agreement?

A settlement agreement (formerly known as a compromise agreement), is a legally binding agreement setting out mutually agreed terms reached between the parties. Amongst other things it details the compensation/severance payment agreed to be paid to the employee (or former employee) in return for their agreement to bring their employment relationship to an end (where applicable) and not to pursue any potential claims in an Employment Tribunal or Civil Court.

When is a Settlement Agreement likely to be used?

In the education sector, settlement agreements may be explored in circumstances where working relationships have irretrievably broken down; where there are cases concerning disciplinary, capability or ill-health concerns or where procedures have already been implemented or where an employer may be proposing redundancies.

What terms can be included in a Settlement Agreement?

Whilst the settlement agreement will reflect the terms agreed during the negotiation process; which is normally in relation to the compensation/severance payment that has been agreed, entitlement to any notice pay and holiday pay, the settlement agreement can also include additional clauses reflecting:

- Confidentiality, that is confidentiality surrounding the negotiations, existence and contents of the agreement.
- Restricting the making of derogatory comments.
- Confirming the individual waives their right to bring a claim covered by the agreement i.e. the right to make a claim to an Employment Tribunal or Civil Court.
- Withdrawal of grievances and/or internal processes.
- Return of employer property.
- Agreed announcement.
- Agreed reference.

How can Legal Connect help you?

With our experience we can not only help employers during the negotiation process to ensure the best possible terms for you are agreed, but we can assist you in the drafting and finalising of the Settlement Agreement making sure the process is as efficient as possible for you.



Advising and supporting you in relation to ACAS Conciliation

Who is ACAS?

The Advisory, Conciliation and Arbitration Service ("ACAS") is an independent public body which provides free guidance on workplace rights and procedures.

What is the ACAS early conciliation process?

Before an individual is able to pursue a formal claim in the Employment Tribunal in relation to a workplace dispute they must notify ACAS first. Following such notification the individual will be given the opportunity to explore 'early conciliation' with the employer. This is a form of dispute resolution to help resolve any dispute before the matter may move towards the formal tribunal process. If the parties wish to explore conciliation they will have a period of time, up to 6 weeks, in which to explore any form of resolution.

The ACAS early conciliation is free to both parties, and neither parties are mandated to take part.

What is the benefit to an employer in partaking in early conciliation?

The ACAS early conciliation process provides the employer with the opportunity to assess their position with regards to the dispute in question. The Tribunal process can be costly and time consuming, and this avenue allows the employer to assess the merits of any potential case from both a legal claim and commercial perspective, as well as considering any reputational considerations. It can also be beneficial in maintaining the working relationship where an individual is seeking to raise a workplace dispute whilst they remain employed.

Advising and supporting you in relation to ACAS Conciliation

What happens if ACAS early conciliation is successful?

If a resolution can be reached, then the parties will seek to agree the terms of a COT3 agreement. Once the settlement terms are agreed the agreement will become legally binding and the employee will not be able to proceed with the matter to an Employment Tribunal.

What happens if ACAS early conciliation is not successful?

If a resolution cannot be reached, or the parties do not wish to partake in early conciliation ACAS will issue an Early Conciliation Certificate, following receipt of this an individual can then issue a formal claim within the Employment Tribunal.

It is to be noted the entire early conciliation process is confidential.

How can Legal Connect help you?

As referenced above the ACAS early conciliation process can provide employers with an opportunity to assess their position before being faced with a formal claim in the Employment Tribunal. Legal Connect can help undertake an assessment as to the merits of any potential claim, and whether it would be beneficial for the employer to partake in any form of settlement discussions at that stage. Legal Connect can also support the employer in undertaking such negotiations, which from a legal representative can often hold more credence, and the drafting and finalisation of any COT3 Agreement if settlement is reached.

Advising and drafting COT3 Agreements

What is a COT3 Agreement?

A COT3 agreement is a legally binding agreement setting out mutually agreed terms reached between the parties during ACAS early conciliation (that is prior to a formal employment tribunal claim being issued) or during the employment tribunal process.

A COT3 agreement can only be used where ACAS has been involved in conciliating in relation to a workplace dispute.

What is the difference between a Settlement Agreement and a COT3 Agreement?

It is permissible to enter into a Settlement Agreement to record the terms reached during a conciliation process, however in practice this is often done by way of a COT3 Agreement. This is usually because:

- A Settlement Agreement has to comply with strict statutory requirements in order to be legally binding, and so often is much lengthier than a COT3 Agreement.
- There is no legal requirement for an individual to seek independent legal advice prior to signing a COT3 Agreement, as there is with a Settlement Agreement, and therefore no need for provision within a COT3 Agreement to cover the costs of the individual seeking such advice.
- A COT3 Agreement will usually be signed on behalf of the parties by their respective representatives as opposed to the parties themselves.

What terms can be included in a COT3 Agreement?

Whilst the COT3 Agreement will reflect the terms agreed during the negotiation process; there is still scope for including additional clauses concerning:

- Confidentiality, that is confidentiality surrounding the negotiations, existence and contents of the agreement.
- Restricting the making of derogatory comments.
- Confirming the individual waives their right to bring a claim covered by the agreement i.e. the right to make a claim to an employment tribunal or civil court.
- Withdrawal of grievances and/or internal processes.
- Return of employer property.
- An agreed Announcement.
- An agreed Reference.

How can Legal Connect help you?

With our experience we can not only help employers during the negotiation process to ensure the best possible terms for you are agreed, but we can also assist you in the drafting and finalising of the COT3 Agreement and making sure the process is as efficient as possible for you.



Case Reviews

What is a Case Review?

A Case Review can be undertaken at any stage of a matter; for example following a specific complaint being raised by an individual; where internal capability or ill-health processes have been or are about to be embarked upon, or where a disciplinary process is being undertaken.

A case review can provide you with an assessment as to the employers position with regards to the risks of any legal claims the individual may be seeking to pursue, or has referenced, or can provide you with assistance as to next steps particularly where the case is of a specific complex nature, or where there is any risk of discrimination or safeguarding concerns.

What is the benefit of a Case Review?

A Case Review can provide you with assurances as to your options where processes are to be undertaken, or there are complex considerations as to next steps, for example where there are ill-health considerations, discrimination risks or safeguarding concerns.

In the event an individual has made reference to a potential legal complaint then a case review will allow the employer to have an insight of any potential risks, how these can be reduced or eliminated in the next steps that are undertaken, or whether other avenues could be explored.

How can Legal Connect help you?

The undertaking of a Case Review will allow an employer to consider their steps with regards to any risks, legal claims and commercial considerations. We will always provide advice, guidance and support with your best interests at the forefront and to reach a position which places the employer in a position of strength as much as possible.

Bespoke Legal Training

Legal Connect can provide you with bespoke legal training on any needs you may have, this may include in relation to:

- Internal Processes.
- Management of ill-health; capability; disciplinary concerns.
- Safeguarding processes and Managing Allegations against Staff from a conduct perspective.
- Discrimination from a legal standpoint, including any particular knowledge gap arising from a protected characteristic, including disability and the obligation to make reasonable adjustments; sexual orientation, pregnancy and maternity, gender reassignment, religion and race.
- Unfair dismissal from a legal standpoint; including with regards to ill-health, capability, conduct, redundancy and other considerations such as the ending of fixed term contracts, breakdown in working relationships, reorganisations.

We can also provide bespoke training sessions in collaboration with our HR Advisory partners to provide you with a full training session from both HR and Legal considerations.

Please do not hesitate to contact us in relation to any training needs you may have, and we will work together to put in place a bespoke package that meets your needs.

For more information, scan the QR code or visit our website
www.hrconnect.org.uk





HR Strategy Service



Key People Strategies for Schools and Academy Trusts

“Your People Strategy is your organisational blueprint focused on your most important (and usually most costly) asset; your People.”

Elliot Masters, Associate Director HR Advisory & Strategy

Our HR Strategy Services

Our strategic specialists will provide advice and support tailored to your specific needs, providing insight and guidance to assist you in developing, assessing or monitoring your People Strategy, whether this is a stand-alone project or is incorporated into the People Element of your School Improvement Plan.

Employee engagement strategy and techniques

Employee engagement identifies how emotionally invested people are in their work and how aligned they are to the organisational culture. Employee engagement shouldn't be confused with employee happiness, which is often a relatively short term response to an isolated incident. Likewise employee satisfaction and even employee wellbeing which although important are not necessarily indicators of employee engagement.

Our HR Strategy Services

HR Strategy

We can work with you to identify where on the scale from engaged to actively disengaged your employees are and develop your employee engagement strategy to drive employee engagement.

Employee wellbeing strategy in partnership with Staff Care Services

HR Connect is committed to supporting employee wellbeing in whatever way we can. This isn't just something we say, it is something we do every single day in partnership with our colleagues at Staff Care Services.

Our wellbeing services include:

- Mental wellbeing.
- Physical wellbeing.
- Social wellbeing.
- Financial wellbeing.

Equality, Diversity and Inclusion

It is important that Schools and Academies not only ensure compliance to the requirements of the Equality Act 2010, but also advocate their commitment to a diverse and inclusive culture. Having a safe learning environment for staff and students that celebrates diversity and raises aspirations is a key priority for all school leaders.

HR Connect is able to provide our customers with template policy documents as part of our Enhanced and Premium HR packages, and ongoing strategy and policy implementation support on an ad hoc chargeable basis.

Our experts will support your organisation with:

- Identifying and using data to drive your EDI journey.
- Support your, Senior Leadership Team, Governing Body or Trust Board to set realistic targets and agreed how this will be measured and who is accountable for what actions.
- Develop action plans for staff which consider the whole work lifecycle, including recruitment, personal development, promotion and involvement.

At HR Connect we are committed to supporting you on your EDI journey, wherever you may be.

Flexible Working strategy and implementation support

A flexible first approach has been implemented in many Schools and Multi-Academy trusts with great success. To maximise the success of your approach it is important to understand what benefits you are seeking and how you will measure the impact of flexible working both for an individual and an organisational perspective.

There are many different types of flexible working and whilst some might not be suitable for some jobs it is likely that other types will be achievable, including but not limited to:

- Part time.
- Staggered hours.
- Remote working.
- Working from home.
- Hybrid working.
- Flexitime.
- Job sharing.
- Compressed hours.



Our experts can support you to determine your key criteria, success factors and work in partnership with you to develop your strategy, implementation and communication plans to deliver the most cost-effective benefits in key areas.

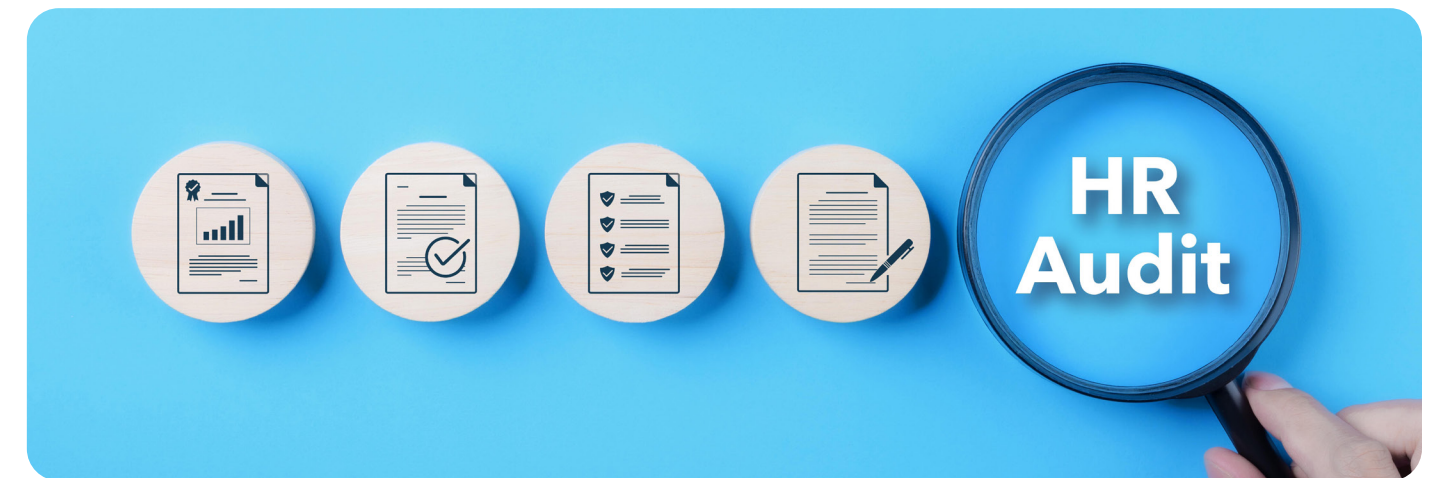
Gender Pay Gap Reporting Service

All organisations, including Schools and Academies with 250 or more employees, must report their gender pay gap data.

You are required to:

- Publish your gender pay gap data on your school / trust website.
- Report your data using the online gender pay gap reporting service.
- Retain this information online for a minimum of 3 years.

If you would like advice or support with your gender pay gap reporting, or would like to learn more about ways in which School's and Academies can implement action plans to reduce their gender pay gap, or benchmark (compare) your data with similar organisations, please contact us.



HR Audits

Our extensive HR Audit service can be focused on one particular area of HR or include all of your HR practices and procedures.

We will discuss with you any areas of concern and create a bespoke audit plan, with associated timescales and costings. A typical first stage HR Audit will include:

- A policy and procedure review.
- A review of your administrative procedures, including contracts, template letters, and a review of employee files, ranging from a sample of files to a full review of every employee file.
- A review of recruitment, and onboarding policies and procedures, with specific regard to the requirements of KCSIE, your single central record and right to work checks.
- Key employee metrics, and data analytics, including a review of absence, turnover, disciplinarys and grievances.
- A review of performance management and annual appraisal policies and procedures, to ensure compliance with the STPCD.
- A review of your pay and reward strategy alongside your performance management cycle or as a separate matter to support the development of a bespoke fair and competitive reward strategy.

We will work in partnership with you throughout the audit process, providing regular feedback and recommendations to ensure focus is placed on the areas that will provide you with the most appropriate and meaningful information, as well as the creation of a bespoke audit report with RAG-rated recommendations and a SWOT analysis is required.

Key Employee data metrics and KPIs

Many Schools and Academies can benefit from regular reviews of their employee data to support the ongoing success of their organisation and support employee engagement and motivation. The top 7 key employee metrics (in alphabetical order) we can support Schools and Academies with are:

- | | |
|--------------------------|---------------------------------------|
| 1. Absence / Attendance. | 5. Headcount, turnover and retention. |
| 2. Diversity monitoring. | 6. Pay and benefits. |
| 3. Employee engagement. | 7. Recruitment costs. |
| 4. Employee performance. | |

Absence / attendance

By collecting and analysing employees absence data managers can implement strategies to reduce them, thereby reducing costs, improving employee wellbeing and productivity. It is important to not only consider internal data, but also to benchmark against national figures to see how your school compares to others.

Absence data measured should include:

- No of days (as well as which days, ie Monday, Tuesday etc).
- No. of periods of absence.
- Reasons and types of absence.
- Absence triggers (in line with relevant policy).
- Long term / short term absence.

We can support with collating and analysing your data, as well as providing both informal and formal employee relations absence advice.

Employee engagement

Whatever employee engagement means to you and your School / Academy, evidence and for most people, personal experience, consistently demonstrates that the more engaged we are, the more effort we put in.

A typical employee engagement survey typically has around 15 – 40 questions, and it should include questions that not only measure employee engagement but also questions about factors that influence employee engagement, as well as the opportunity for employees to consider what actions could be taken to improve employee engagement.

The follow up response to the survey and its findings, as well as ongoing communication and implement plans are as important, if not more so than the survey itself.

We can help you develop and analyse your employee engagement by working with you to create a survey specific to your School and Trust.

Diversity monitoring

To improve the diversity of your School or Academy employees, a good starting point is to measure this by collecting and monitoring data, being mindful about what data to collect and what terminology to use. A good starting point is to limit the data obtained to those characteristics protected under the Equality Act 2010:



- 1. Age | 2. Disability | 3. Gender reassignment | 4. Marriage or civil partnership
5. Pregnancy and maternity | 6. Race | 7. Religion or belief | 8. Sex
9. Sexual orientation**

Much of the data collected as part of an equality monitoring exercise will be considered special category data for the purposes of data protection legislation, which means it is subject to more stringent rules than other forms of personal data.

The follow up response to the survey and its findings, as well as ongoing communication and implement plans are as important, if not more so than the survey itself.

We can help you develop and analyse your employee engagement by working with you to create a survey specific to your School and Trust.

HR Maturity Analysis

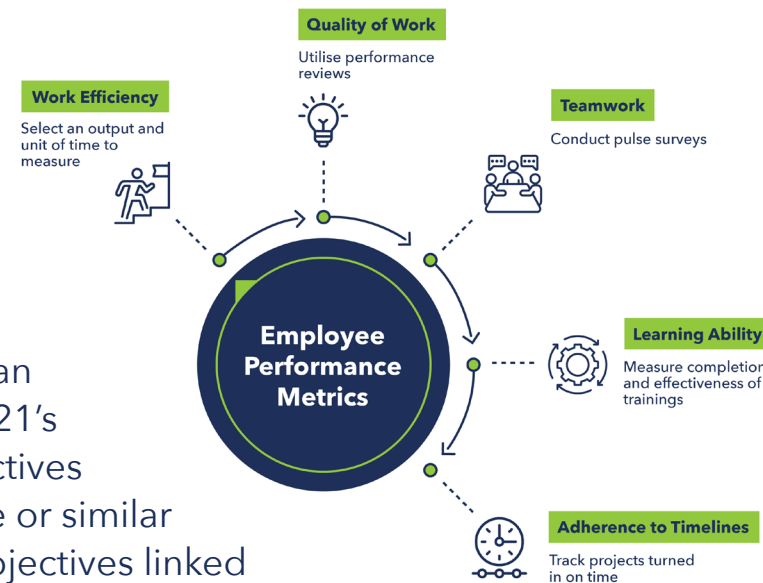
HR Maturity analysis is a framework used to evaluate and understand the development and sophistication of HR practices within an organisation. This analysis helps Schools and Academies identify their current HR capabilities, pinpoint areas for improvement, and develop strategies to enhance their HR functions to support business goals more effectively.

Employee performance

The most common way of measuring employee performance is to link these to a variety of metrics:

- Quality of work.
- Key Performance Indicators.
- Work efficiency.
- Objective tracking.
- Feedback.

Measuring employee performance should be undertaken regularly and an integral part of ongoing employee 121's and objective setting. KPI's and objectives should be consistent across the same or similar roles, with the inclusion of specific objectives linked to individual training and career progression needs.



Employee headcount, turnover and retention

It is important to maintain accurate records of your employee headcount and turnover, which includes length of service, both continuous and within latest role / School as this can provide insight into employee engagement, trends and inform succession planning.

Distinguishing between voluntary and involuntary turnover is also a useful tool to understand how effective your workforce planning is as well as any underlying issues with recruitment and culture.

If you would like support with developing your key HR metrics, or simply want to find out a little bit more about this area of HR, please do contact our strategy team at hrstrategy@hrconnect.org.uk.

HR Transformation Project

HR transformation projects can require substantial resources, including time, personnel, and budget, along with a deep understanding of internal HR operations. By partnering with schools and academies, our expert HR consultants can identify areas for improvement and provide actionable recommendations. Furthermore, we assist in communication and change management strategies to ensure employees remain well-informed and engaged throughout the transformation process.

Pay and benefits

Whilst the majority of Schools and Academies follow the STPCD as well as local and national pay structures, there is still benefit in reviewing and analysing pay and benefits, both internally and externally. In addition ensuring that all Support roles are accurately benchmarked is important to provide pay equity and minimise the risk of equal pay claims.

Analysing your pay and reward, alongside employee engagement surveys can support you to develop a reward strategy aligned to your School or Academy's core values and beliefs.

Recruitment costs

The cost of recruitment, or cost per hire (CPH) is the total amount of money spent to hire a new employee. The calculation is relatively simple, and can be done on a case by case basis or over a defined period to determine an average cost per hire.

It is important to understand how much each hire has cost you especially if you have concerns over retention, or a high number of failed probations or early period leavers as these costs can easily escalate and negatively impact upon school budgets.

Coming Soon: HR Health Check - online tool

Our HR Health Check has been designed specifically for Schools and Academies and is an efficient and effective way of determining the current and future strengths and weakness of current HR practices, policies, systems and procedures within your organisation, school or academy. Currently in development, we are hoping to launch this new tool in June 2025!

For more information, scan the QR code or visit our website
www.hrconnect.org.uk



Payroll & Pensions



Payroll, Pensions and HR Administration

“HR Connect and Prospects Payroll offer payroll, pension, and HR administration to make managing your payroll easier and freeing up your time so you can focus on the smooth running of your business.”

Nicola Hirshfield, HR Director

Choose from our payroll or HR administration service or opt for our integrated payroll and HR administration offering. Whatever you choose you can be confident that our service will comply with all the requirements of submitting to HMRC each month (RTI) and all year end processes, such as providing P60's and supporting with pension year end reporting.

We will partner with you to provide a smooth service that meets your needs whilst ensuring we understand your business and your terms and conditions so that we can pay your staff accurately and compliantly.



Nicola Hirshfield



99%

Data accuracy



12,000+

Companies we work with



250+

Team members here to help



95,000+

Payslips processed in March 2025

Key Benefits

Payroll & Pensions

Unlimited access to our dedicated support team and customer portal.



Access our online database of resources, available 24/7 /365, so you can find information when you need it.



Our certified payroll processes ensure reliability and strict adherence to all compliance requirements, meeting the standards set by the CIPP PAS Assurance Scheme, the gold standard for payroll excellence.



Empower your staff with intuitive self-service tools to effortlessly manage new hire, absences, contract changes, expenses and more. Access payslips, update bank details and handle all HR and payroll tasks with ease.



Employee lifecycle management from employment to leaving employment, including issuing contracts and processing contractual changes.



The reassurance your HR and Payroll is always compliant, and all statutory requirements are taken care of.



We manage pension contributions and ensure adherence to pension regulations. Access to our salary assessment portal to manage annual pay awards for Teachers and Support Staff, along with generating confirmation and salary statements.



Partnering with HR Connect means gaining a trusted expert who understands your sector, navigates complex terms and conditions with ease, and ensures seamless payroll, HR administration, and pension management tailored to your unique requirements.





Payroll & Pension Services

Integrated HR Administration & Payroll Service

You can rely on us for all your HR and payroll needs. Our service includes every aspect of pay and HR administration supporting the full employee lifecycle and covers the processing of new starts, leavers, issuing of contracts of employment, pay reviews, expenses, organisational restructures and the efficient and fully compliant running of your payroll.

Payroll Service

Our payroll service goes beyond simply managing your payroll needs, it ensures a smooth, secure, and efficient process, giving you the freedom to focus on delivering outstanding education.

HR Administration

Responsible for the management of the employee's HR lifecycle, from appointment to leaving employment, including the issuing of the contract of employment, processing contractual changes as well as offering advice and support to teachers and support staff on terms and conditions of employment.

Pensions Administration

We'll administer the accurate and timely processing of staff pension contributions, seamlessly communicating with pension providers. We will manage auto-enrolment and re-enrolment responsibilities and support monthly and annual reporting requirements to ensure compliance with regulatory requirements.

Integrated HR Administration and Payroll Service includes:

✓	Maintaining HR and payroll records for your full employee lifecycle (new starts, leavers and changes in employment)
✓	Employee Self Service for accessing online pay-slips and more
✓	Manager Self Service and our HR Connect online portal for HR and Payroll submissions and access to knowledge
✓	Access to HR Helpdesk
✓	Auto generated contract of employment, variation contracts
✓	HR administration including leaver letters
✓	Application of annual salary assessments and pay awards
✓	Family Leave Pay Breakdowns
✓	Application of Pension, Tax, NI and other statutory/non-statutory deductions
✓	Pension Administration including auto enrolment responsibilities and End of Year Returns
✓	Payroll Reporting
✓	Third Party Payments
✓	Dedicated resource
✓	Account Management

Payroll Services includes:

✓	Maintaining payroll records for the full employee lifecycle (new starts, leavers and pay changes)
✓	Employee Self Service for accessing online pay-slips and more
✓	Manager Self Service and our HR Connect online portal for payroll submissions and access to knowledge
✓	Access to Payroll Helpdesk
✓	Application of annual salary assessments and pay awards
✓	Application of Pension, Tax, NI and other statutory/non-statutory deductions
✓	Application of auto enrolment responsibilities
✓	Payroll Reporting
✓	Third Party Payments
✓	Year End Returns
✓	Dedicated resource
✓	Account Management



I have no hesitation in recommending this payroll provider. Their online portal is easily accessible and easy to use - and support is available when required.

**Business Manager,
Federation of Westminster Special Schools**



HR Administration includes:

✓	Maintaining HR records for the full employee lifecycle (new starts, leavers and changes to employment).
✓	Manager Self Service and our HR Connect online portal for HR submissions and access to knowledge
✓	Access to HR Helpdesk
✓	Auto generated contract of employment, variation contracts
✓	HR administration including leaver letters
✓	Application of annual salary assessments and pay awards
✓	Guidance on relevant Terms and Conditions of employment
✓	Dedicated resource
✓	Account Management

**For more information, scan the
QR code or visit our website
www.hrconnect.org.uk**



Training and support included

We will also assist you and train your staff in using our DBS services and processes to ensure a thorough and consistent approach to employee background checks and customer safety at all times.

Fully hosted in an ISO 27001- compliant environment using automated processes and intelligent validation to ensure checks are submitted quickly, accurately, and securely.

EmploymentCheck is an entirely online solution, accessible from any internet-enabled device and fully compatible with mobiles.

Available 24/7 which allows for a flexible, convenient service. Built-in functionality also allows applications to be tracked while in progress.

EmploymentCheck✓

Powered by



✓ Peace of mind that your organisation is in good hands

EmploymentCheck is one of only ten approved Disclosure and Barring Service (DBS) eBrokers operating across the UK, including Scotland. We have created a leading customisable Disclosure and Barring solution for organisations large and small.

EmploymentCheck offers a comprehensive range of services including:

DBS | Right to Work | Digital ID | References | Social Media Checks

With EmploymentCheck, you can be confident that the people you are about to hire are qualified to begin their onboarding with you. You can quickly and easily set up online DBS checks for new hires, contractors or volunteers.

Experts in DBS Checks

EmploymentCheck is focused on providing a friendly, responsive service to all our customers. Our support team are here to help and can draw on decades of experience working with DBS to provide guidance on any questions you may have such as DBS eligibility or ID verification.

Less than
1,500
checks per year



Consider our Umbrella service



If your business processes less than 1,500 DBS Standard or Enhanced checks, or less than 1,000 DBS Basic applications per year, our Umbrella Service is perfect for you.

It offers you the peace of mind that your online DBS checks will be countersigned by EmploymentCheck, experts in the DBS field.

Our Umbrella Service offer:

- Fast results.
- Your own URL website address and personalised content.
- Fully supported and hosted system.
- No annual hosting or maintenance fees.

More than
1,500
checks per year



Consider our branded website service



If your business processes more than 1,500 DBS Standard or Enhanced checks, or more than 1,000 DBS Basic applications per year, we will provide you with a branded DBS check website, using your own RB status.

Having your own site allows you to:

- Personalise automated chase emails. Build your own bespoke reports using our report builder.
- Gain complete control over DBS services and processes.
- Choose from a variety of user profiles and modify permission rules to meet your specific requirements.

Social Media Check

Social Media is under scrutiny more than ever, with studies showing an individual’s online behaviour is a reflection of how they behave offline. Social Media Check from EmploymentCheck is a fully automated solution. It can check both public and private posts on major social media platforms against a number of risk categories, giving you a comprehensive interactive report and certificate in under 60 minutes.

Increasingly, organisations are using Social Media Check as part of their vetting process for a number of key reasons:

- To fulfil legal obligations
- To prevent reputational damage
- To reduce financial and contractual risk



Results in 60 minutes

Key Benefits:

Prevent conscious bias with our automated solution

Save time and money as manual searching is expensive, laborious and less reliable

Essential auditing with our certificate and report as proof of undertaking each check

Easy to use with no IT integration required

100% GDPR Compliant

Critically, a Social Media Check can only be made with the individual’s consent, making it 100% GDPR compliant. Your candidate simply opens the email, highlights the platforms they use, confirm their selection and clicks submit. It couldn’t be easier. Passwords to social media accounts are never visible to Social Media Check.

Interactive Report

The Interactive Report is generated within 60 minutes and delivered in a ‘carousel’ format for a speedy review process. The findings are summarised into 10 self-explanatory categories, including Client Keywords, which enables organisations to supply a list of terms or words specific to their needs:

- Extremist Groups • Swearing and Profanity • Drugs • Hate Speech
Weapons • Firearms • Violent Images • Potential Nudity
Toxic Language • Client Keywords

Optical Character Recognition

Often, posts are memes so they are shareable, but this is difficult to run an effective manual search. Using Optical Character Recognition technology, Social Media Check can find any terms or slogans embedded in an image, even if it’s a slang word or has been intentionally mis-spelled.

Post Edit/Delete Function

Quite often people have simply forgotten a naive post made several years ago. The option to edit or delete a post directly through Social Media Check can avoid reputational risk and embarrassment to both employer and individual.



Right to Work Check

All employers have a legal obligation to conduct Right to Work checks prior to employees commencing their roles. Experience the future of recruitment compliance with the new Right to Work Check solution from EmploymentCheck. Streamline your processes, reduce errors, and ensure a hassle-free onboarding experience for both your team and applicants.

Designed to simplify and accelerate the verification of an individual’s eligibility to work in the UK, Right to Work Check offers a comprehensive, UK government certified experience.



Benefits



Cost Savings

Pay only for the service you use.



Efficient

Decrease time-to-hire for a streamlined recruitment process.



Compliant

Our secure platform aligns with Home Office guidelines.



Security

Rely on ISO27001 accredited provider for data protection.



Accurate

Advanced AI technology for robust document verification, reducing errors compared to manual checks.



Remote Delivery

Handle your DBS, Right to Work, Digital ID and Reference checks in one platform.

Digital ID Check

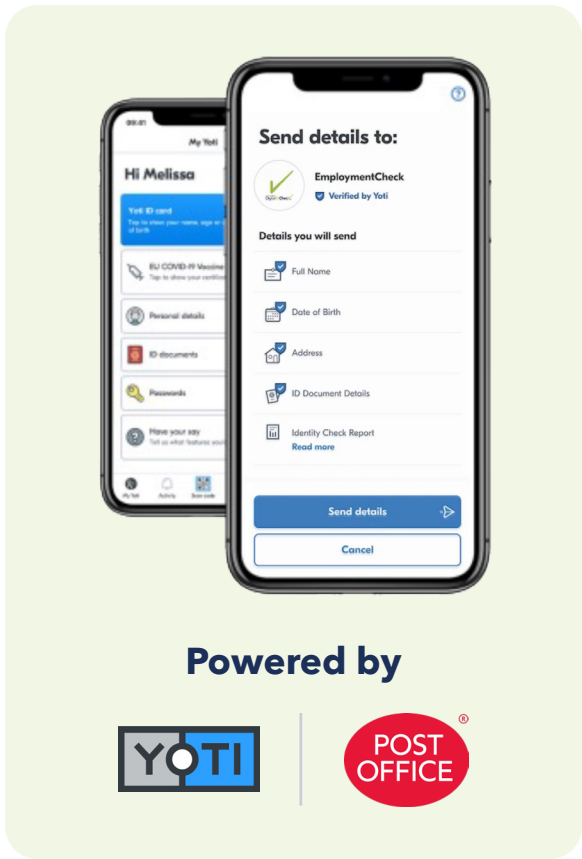
The Future of ID Checks

Digital ID Check from EmploymentCheck provides a cutting-edge and convenient way for applicants to prove they are who they say they are, quicker and more securely than ever before.

Speed up onboarding

Speed up your onboarding process and avoid human error by using the Yoti ID or Post Office EasyID app. Your applicant only needs to verify their identity details once to create a reusable digital ID in minutes. Alternatively, your applicants can visit a secure website where they can scan in their documents.

Having a fully compliant digital method of securely verifying the identity of Applicants will increase the efficiency of your recruitment process and help eliminate human error.



How Digital ID Check works

Your users will conduct Digital ID checks themselves, using government issued ID documents and biometric face scans to create Digital Identity profiles through a smartphone App or an embedded web browser integration.



GDPR compliant as users only share the data you require for their application

Secure login for returning users without the need for passwords

EmploymentCheck

Reference Check

Make informed decisions

Using Reference Check, employers can run comprehensive pre-screenings on applicants to obtain employer or personal references, as well as:

- ✓ Customisable, secure surveys.
- ✓ Up to 7 referees per applicant.
- ✓ Email notifications to keep key parties updated on progress.
- ✓ Bespoke reporting suite.
- ✓ User friendly interface.

Reference Check allows you to process references for new employees online, as well as receive notifications when a completed reference is successfully returned.

The service can be integrated with our DBS and Digital Identity check functionality allowing for the complete application cycle to be processed on the same system.

Use Reference Check to:

- **Verify employment history:** Obtaining employer references. This includes details such as job title, employment dates, and job responsibilities.
- **Assess job performance:** Gain valuable insights into a candidate's job performance, including their strengths and weaknesses, work style, and ability to work well with others.

Update Service - Coming Soon!

A new way for checking your DBS status.

For more information, scan the QR code or visit our website www.hrconnect.org.uk



HRConnect

Did you know... we also provide Free School Meals eligibility checks?

HR Connect facilitates Free School Meals eligibility checks.

Email info@hrconnect.org.uk or call 0330 124 9996 for more information.





StaffCareServices



Employee wellbeing that matters

“With the support of Staff Care Services, you can create a positive and healthy environment for your employees.”

Ross Miller, Associate Director - Health & Wellbeing Services



Ross Miller

Our health and wellbeing services support your staff to stay fit, healthy and able to undertake their role successfully.

By choosing Staff Care Services as your workplace wellbeing partner, we can help you with everything from developing an insight driven wellbeing strategy through to ensuring your whole employee lifecycle is supported by our occupational health and employee assistance programs.

We also offer **Occupational Health, Health Surveillance, Support Line, Workplace Wellbeing, Workplace Coaching, Mediation** and **Trauma Support**.



Support Line



bacp | counselling
changes lives

Staff Care Services only use independent
BACP accredited counsellors

in partnership with
health assured

in partnership with
shout

Employee Assistance Programme

Prioritising your health and wellbeing, 24 hours a day

Support Line offers a whole school/organisation approach to supporting health and wellbeing. Through our carefully selected partnerships and extensive network of counsellors, mediators and coaches, we provide a range of compassionate, confidential high quality support for your staff, immediate family (and pupils in a school), 24 hours a day, every day of the year.

You don't have to wait for things to build up and importantly support remains in place outside of working hours when many support services are closed.

Our diverse range of support provides easy access to an option you feel comfortable with, from 24/7 phone, text and live chat to structured counselling, self-help guidance, online CBT and digital resources through our wellbeing app.



Whole School
Approach



Counselling



24/7
Telephone
Support



24/7 Text
Support



Digital CBT



Wellbeing
App



*I never thought of counselling as something
I would benefit from - but I was proved wrong.
I found it very empowering.*



Support Line services include:

24/7 Phone support

Our helpline is a fantastic first step if you find yourself struggling. It offers you support 24 hours a day, every day of the year. This includes access to legal and medical/health. Your call will be answered by a qualified and experienced counsellor, who is ready to listen and provide guidance. You do not need to inform your manager before you make the call.



24/7 Text support

You may prefer the anonymity of a text rather than talking to someone directly. Our dedicated Support Line key word provides faster access to a confidential, 24/7 text messaging as part of your EAP package. This service is available to all staff and their pupils. Our text service provides immediate support for all types of mental health challenges, taking people who are struggling to cope to a place of calm every day of the week.

24/7

Wellbeing App

The Wisdom App allows you to track your wellness, improve your mental health and stay resilient during tough times. Annual Support Line customers can download the Wisdom App through a unique organisation code. (Please ask your organisation for your unique organisation code). Live Chat also allows you to contact a dedicated wellbeing counsellor using live messaging and video calls.



Digital Trauma Support

Annual Support Line customers can access (where appropriate) an online programme with specifically designed trauma focused modules. It is delivered in online modules which can be completed at the client's own pace.



Digital Cognitive Behavioural Therapy

Includes over 30 digital CBT and trauma support modules

Annual Support Line customers can access digital cognitive behaviour therapy (CBT) programmes on desktop, mobile, and tablet. Programmes cover Wellbeing, Mental Health and Chronic Health. They are designed to manage specific symptoms, feelings and behaviours and equip you with effective solutions.



Menopause Cognitive Behavioural Therapy

Annual Support Line customers can access a tailored cognitive behavioural therapy programme for people experiencing menopause symptoms. Across several modules you will explore topics such as managing thoughts and beliefs, stress, lifestyle, sleep and self care.



Support Line Counselling

Counselling sessions are available to our annual Support Line customers. Counsellors will work with a member of staff for up to a maximum of seven sessions. We utilise a network of 130+ independant, qualified counsellors with a extensive range of experience and specialisms. Members of staff also have the option to transfer their full set of sessions and gift these to either a spouse/partner or child (16 years old or over) who resides at the same address as them. You may be directed to our structured counselling after having a conversation with a qualified counsellors via the helpline. You can also self refer to the service. There are no barriers or triaging in place that will prevent you accessing this support.



Workplace Coaching

The Support Line Workplace Coaching Service can support an individual to achieve their goals, improve performance, increase motivation, enhance problem solving skills and improve confidence and wellbeing.





Occupational Health

Decades of education, public, and health sector experience

Our comprehensive occupational health services prioritise the wellbeing of your employees to create a safer, healthier work environment. Our team of in-house clinicians and carefully chosen specialist partners are on hand to help keep your meet your statutory requirements as an employer and keep keep you staff fit, healthy and able to successfully undertake thier roles.

Management Referrals

A management referral to Staff Care Services can be made if you need expert, impartial and an independent medical assessment on an employee's fitness to undertake their role. This could be to support them in remaining at work or when returning following a period of health related absence.

What's included?

- A full occupational health consultation with an OH Advisor or Physician.
- Advice to the employee during the consultation including signposting to relevant resources, and providing appropriate medical advice.
- A comprehensive OH report including responses to specific questions raised and suggestions or signposting to further information or consideration of reasonable adjustments.
- Access to our industry leading online OH system including manager and employee portals.
- Arrangement of review consultations if necessary or case conference appointments as required.
- Real-time case progress tracking, case updates and referral reports all securely managed in one place.

Occupational Health

Staff Care Services

Pre-Placement Health Screening

Support your staff from the moment they join your organisation through the Staff Care Services pre-placement health screening service. Identify potential health risks that might impact an employee's ability to undertake their new role or that might pose a risk to themselves and their colleagues; keeping everyone healthy and safe while they work.

What's included?

- Comprehensive online pre-placement questionnaire (PPQ) for new employees.
- Rapid turnaround times for pre placement health screening processes instead of Fast clearance and fit to work confirmation.
- Expert OH Advisor triage of more complex PPQ responses and confirmation of fit-to-work with adjustments as required.
- Escalation to a full OH consultation as required.
- Confirmation of either fitness to work with or without adjustments or whether the employee is deemed unfit for the proposed role.
- Access to our industry leading online OH system including manager and employee portals.

Ill Health Retirement

Staff Care Services provide fully compliant, expert Ill Health Retirement Assessments. From an initial OH Physicians appointment to discuss the potential suitability for ill health retirement application, to a final Independent Registered Medical Practitioner (IRMP) assessment of an employee's medical evidence file for an opinion on retirement on medical grounds.

We have experience of working with a range of various pension scheme rules and processes and will always ensure the ill health retirement opinions we make are based on sound clinical evidence.

What's included?

- Engagement with the employee to gain consent and case file information (fully managed service only).
- Request relevant medical/expert reports and supporting case file. documentation on behalf of the employee (fully managed service only).
- Chase outstanding medical/expert reports from 3rd parties (fully managed service only).
- Collation of the case file and engagement with employee to agree the contents (fully managed service only).
- Independent Registered Medical Practitioner (IRMP) case file opinion.

Health Surveillance

We work with employers to identify your specific health surveillance requirements, design a screening programme, and deliver this either on site at your workplace or at one of our clinic locations, helping to minimise disruption and ensure your workforce stay safe. Our health surveillance programmes include as standard:

- Working with the employer to design a programme of health surveillance
- requirements Dedicated clinic appointments for staff
- Establishment of a retained (40 years) OH and health surveillance record via our secure online system.

Audiometry | What's included?

- A baseline health questionnaire.
- A HSE compliant hearing test.
- Onward referral to either an OH Physician or GP as required.

Spirometry | What's included?

- A baseline health questionnaire.
- A HSE compliant lung function test.
- Onward referral to either an OH Physician or GP as required.

Hand Arm Vibration Syndrome (HAVS) | What's included?

- A comprehensive baseline health questionnaire.
- A comprehensive screening questionnaire.
- A HSE compliant HAVS assessment by an qualified Occupational Health Advisor.
- Onward referral to either an OH Physician or specialist as required.

Skin Surveillance | What's included?

- A baseline health questionnaire.
- A physical examination of hands and arms are undertaken.
- A screening questionnaire.
- A HSE compliant assessment.
- Onward referral to either an OH Physician or specialist as required.

Drivers Medicals | What's included?

- A general health screening questionnaire.
- A range of physical checks including: blood pressure and pulse check, eyesight test for day and night vision, urine test for blood, sugar and protein and general Musculoskeletal (MSK) check.

Workplace Mediation

Realistic and shared solutions

Conflict in the workplace can be very stressful and unpleasant not only for anyone involved, but also for those around them. It also has the possibility to be very costly to a business.

Our Advisory Team have a number of trained mediators that can support those in dispute to find realistic and shared solutions to resolve workplace conflict, including grievances, complaints, disputes between a manager and an employee or simply a personality clash between colleagues.

Our Mediators will facilitate meetings to explore issues and seek to establish common ground and to encourage agreement between the parties. Mediation will normally take 4 to 6 hours (for a party of 2) and can be arranged at your chosen venue.

Please contact us if you would like to discuss your mediation requirements.



Workplace Wellbeing Services

Physical, financial, social, and mental wellbeing

Our services are designed to support schools and organisations cultivate work cultures in which employees can thrive and create healthy habits in both their personal and professional lives. We can educate and raise awareness on topics such as physical, financial, social, and mental wellbeing.

Workplace Staff PULSE survey *(see also page 61)*

To successfully deliver sustained, measurable, positive change within your organisation you first need to understand the position you are starting from. All too often we fall into the trap of assuming we know how our employees are feeling and the support they require.

Our Workplace Staff PULSE survey has been designed to get a true and honest reflection of what your employees think about support offered in the workplace in relation to the four pillars of wellbeing:

1. Mental • 2. Physical • 3. Social • 4. Financial.

What do we answer?

- ✓ How well supported your employees feel.
- ✓ What areas you already support well.
- ✓ Do you already have the right support in place?
- ✓ What areas need improving?
- ✓ How your Employees Wellbeing Pulse is linked to your policies, processes and support mechanisms.

We offer a range of package options to suits all types of organisations.

You can opt for a data only option, perfect for organisations that have a wellbeing team in house.

However, if like many organisations you have limited time you can opt for our Pulse Premium package. We will analyse the results on your behalf, present back our findings and offer a customised set of recommendations. We will then support you to create a Wellbeing Action Plan to move your survey findings forward.

Menopause Awareness Training

We offer 1 ½ hour bespoke sessions virtually or in person.

This session is designed to support organisations create an age and gender inclusive workplace. It provides training for employees and managers to increase awareness on the symptoms of the menopause which reach far above and beyond just hot flushes and identify how an employee's menopausal symptoms may impact on their attendance or capability to undertake their job role.

Mental Health First Aid Training *(see also page 60)*

Adult Mental Health First Aid Training

This online training is fully accredited by Mental Health First Aid England and is accessible to all members of staff looking to support with the mental health and wellbeing of their colleagues and other adults.

Mental Health Aware Training

This online training session is a fantastic introductory course ideal for those that do not have the time to commit to the fully accredited Mental Health First Aid training course. It introduces the idea of talking about mental health. This will tackle stigma, empowering people to utilise the other initiatives and support you are putting in place. This course raises awareness of mental health.

Mental Health First Aid Refresher Training

Enabling your MHFAiders® to refresh their skills, the same way your physical first aiders do, is a great way to demonstrate your organization's commitment to treating mental health and physical health equally. Investing in the course will keep your MHFAiders® motivated, empowered and confident to carrying out their roles, and give you the peace of mind that they can perform their duties effectively.

For more information, scan the QR code or visit our website
www.hrconnect.org.uk



Mental Health First Aid Training



Scan to find out more

We provide a range of training courses focussed on improving wellbeing

Our Mental Health training is fully accredited by Mental Health First Aid England and covers everything from the impacts of poor mental health on our self and how to support others who may be experiencing poor mental health or mental ill health.

All our courses are available on a delegate basis or can be provided as a bespoke session within your school.

The course focuses on Adult mental health, providing you with the skills and confidence to recognise, identify and support with mental health issues to provide peer support in school and beyond. Key features of the course include:

- Certified Mental Health First Aider status upon completion.
- Support and guidance on how to identify mental health issues.
- A deeper understanding of how mental health issues effect people.
- A framework to support others with mental health issues.
- Removing the stigma associated with mental health.
- Reducing suicidal tendencies and attempts.
- Techniques to support with self-care and understanding your own stress indicators A comprehensive Mental Health First Aid manual for future reference
- Mental Health, legislation, and policy.

The course covers a range of mental health topics including:

- Depression.
- Substance Misuse.
- Stress and Anxiety.
- Suicide.
- Self-Harm.
- Personality Disorders.
- Eating Disorders.

Courses are offered online

- 4 x 1/2 day sessions)
- Face to face (2 days)



Workplace Staff PULSE Survey



Scan to find out more

To successfully deliver sustained, measurable, positive change within your school you first need to understand the position you are starting from. All too often we fall into the trap of assuming we know how our employees are feeling and the support they require.

Our Workplace Staff PULSE survey has been designed to get a true and honest reflection of what your employees think about support offered in the workplace in relation to the four pillars of wellbeing.

The Staff Wellbeing Pulse will ask questions centred around:



What do we answer?

- How well supported your employees feel.
- What areas you already support well.
- Do you already have the right support in place?
- What areas need improving?
- How your Employees Wellbeing Pulse is linked to your policies, processes and support mechanisms.

Choose from our Pulse package where we will distribute and manage the responses of your survey. We will provide a detailed report showing correlations between your Staff Pulse survey and your current policies, processes and initiatives.

If you have limited time you can opt for our Pulse Premium package. We will analyse the results on your behalf, present back our findings and offer a customised set of recommendations. We will then support you create a Wellbeing Action Plan to move your survey findings forward.



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"We aim to ensure that the children and young people of Kent get the best start in life by supporting the recruitment of quality teachers."

Elliot Masters, Associate Director HR Advisory & Strategy

With over 3 million visits to our website each year, over 215,000 registered jobseekers and over 43,000 applications, Kent-Teach is the leading recruitment platform for Kent schools, colleges and nurseries.

We are passionate about sourcing and retaining the best teaching talent in Kent and achieve this by:

- Raising brand awareness via social media and events.
- Carrying out nationwide advertising campaigns.
- Attending teaching and jobs fairs across the country raising the profile of Kent.
- Providing expert advice & guidance.

Additional services include **Social Media advertising, Video Packages** and **Microsites**.

Our Services

Kent-Teach

We offer our customers a range of products, with a simple package structure to streamline the recruitment process.

Kent-Teach Monthly/Monthly+ subscription

Offered as a one-year rolling contract, our monthly subscription allows you to place unlimited job vacancies on the Kent-Teach website.

The key features of this package include:

- Online application process.
- Copywriting service.
- User training and technical support.
- Key management information.
- Facility to brand your school profile with school images, documents and videos to attract job seekers to your vacancies.
- Unlimited use of enhanced features (for Monthly+).

Your advert will be listed on the Kent-Teach social media channels.

Ad Hoc Advertising

Our ad hoc advertising package is a pay per vacancy service, allowing you to pay only for the vacancies you advertise. Please contact us for more details.

Academy Trust/Federation Advertising

This package allows trusts/federations to:

- Advertise opportunities that clearly represent your trust/federation and schools within, effectively promoting your brands.
- Link school/academy accounts to an overall Trust/Federation account.
- Manage all school/academy accounts with one trust login.
- Facility to brand your trust/federation profile with school images, documents and videos to attract talent to your vacancies.

**For more information, scan the
QR code or visit our website
www.kent-teach.com**



Testimonials

“ I recently had sessions with Support Line through my work. My counsellor has honestly changed my life for the better, I was barely leaving the house before and she has been amazing with her support, advice and techniques that I can use. I am very grateful to Support Line and would happily recommend this service to anyone!

Anonymous customer

“ Just wanted to say thank you for the very interesting webinars! They have been really insightful and I feel they are a huge benefit. I am looking forward to others in the future. Thanks again!

Office Manager & Governance Professional, Higham Primary School



Who We Are | www.commercialservices.org.uk

Commercial Services Group (CSG) is one of the largest, local authority owned, trading organisations of its kind in the UK.

Since its inception over 90 years ago as the supplies division of Kent County Council, it has grown organically to become one of the leading suppliers of products and services to the education and public sector, serving over 15,000 customers in 85+ countries.

CSG is the umbrella for all its trading brands, it provides the support, dependability, and security to allow all brands to thrive independently. CSG are committed to providing an excellent customer and user experience underpinned by social value and a committed and empowered workforce.

Contact Information



We are here to help!

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We put your people first

