

# HR *EXPRESS* –



**HR consultancy support –  
make HR work for you**



**CREATING A  
HAPPY AND ENGAGED  
WORKFORCE IS  
CRITICAL TO  
BUSINESS SUCCESS,  
HELPING TO SUSTAIN  
GROWTH AND BOOST  
COMPETITIVENESS.**

# MAKE HR AND EMPLOYMENT LAW WORK FOR YOU

**Why do over 200 organisations work with us through our *HRExpress* service?**

**Because we take the time to get to know their organisation as well as we possibly can from the outset, so that we can become an extension of their team and support their needs, whatever they may be.**

**Like you, our members want to focus their time and energy on what they do best – running their organisation. So they use us for what we do best – navigating them safely through whatever HR or employment situation they are facing, confident in the knowledge that they're approaching it in the right way.**

# COVERING THE ESSENTIALS

By working with our experienced team, you can be confident that the key elements of our *HRExpress* service will make sure you've got the support you need, where you need it:

- *HR Helpline – tailored, practical and straightforward advice.*
- *Key document health check – keep your contracts and handbook up-to-date.*
- *Template letters and documents – easily incorporate legal safeguards into everyday written communications.*
- *Employment Law Bulletin – regular best practice updates.*

Unlike discussions with HR consultants that may have to be divulged in tribunal, or in response to a data subject access request, our advice is legally privileged, which means the service is entirely confidential.

## PART OF YOUR TEAM

Many of our members have been part of the *HRExpress* service for longer than five years. We don't commit them to long contracts or notice periods. We're confident that after working with us you will want to stay a member but you are entirely free to end your contract after a year if it's not right for you. We won't trap you with automatic renewals.

We want to be with you as your business grows and develops; we want you to see us as an investment for your future. You'll get to know our team by name and we'll know you and your managers and employees. By working closely together with you, aligned to your aims and values, we know that you'll achieve the best possible outcomes.



“*HRExpress* (HRE) has been of huge value to Age UK Sutton in the last year (and the last several). Where they are especially useful is in the more ‘unusual’ HR challenges.

The standard advice and templates are helpful, but where they’ve made a huge impact is advising on some complex employment issues we have faced. The impact of this is that we have been able to deal with these challenges at an appropriate pace, been confident of our legal position, and been able to ensure we are fair and business focused with our processes and decision making.

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

Age UK,  
Sutton

“The *HRExpress* Service at Stephens Scown gives us access to a dedicated, highly experienced team who respond quickly to our queries. They are approachable, professional and extremely knowledgeable. The service they bring for more complex HR matters is exceptional. Their expert, focused advice in a recent staff disciplinary hearing and subsequent employment claim meant we were able to bring the matter to a swift resolution and achieve our desired outcome. I would recommend them without hesitation!”

Christine Candlish,  
CEO, South Devon Rural Housing

“We have been working with *HRExpress* for over five years and are so pleased that we chose them as our Human Resources ‘consultant/ advisor’. We run a very busy hotel and separate pub in Cornwall. As can be imagined the on-going management of staff is our most complex ‘project’. We have worked with *HRExpress* on a large number of programmes from renewing employee contracts, staff handbooks, disciplinary procedures/hearings, and during the Covid pandemic on-going advice on employee rights, furloughs and of course layoffs and redundancies.

At all times the *HRExpress* team has been outstanding. First class customer service must be at the top of their list in terms of corporate priorities. Their feedback is timely, in-depth, they provide clarity to a situation and importantly they have never steered us wrong. They work seamlessly from one team member to another. Always polite, friendly – nothing is too much trouble.”

Christine and Rupert Brendon,  
The Falcon Hotel and Brendon Arms

“My overall feedback regarding the *HRExpress* team is hugely positive. Every time I have used the service, I am left very impressed. Each team member is friendly and patient, always allowing me to relay all the facts before they comment; advice is up-to-date and is void of jargon. Additionally, staff are happy to confirm advice in written form. I understand emailing advice is time-consuming; however, it is immensely helpful for our organisation. Response times are quick, and customer service is brilliant. I couldn’t ask for more from the *HRExpress* team.

You should be very proud of your service – it is excellent.”

Age UK,  
North South West Dorset



# TAILORED TO SUIT YOUR NEEDS

The organisations we work with on *HRExpress* vary hugely, from those with a handful of employees to hundreds; those without any in-house HR function to an entire HR team; those who are brand new to the service to clients who have been with us for years. Because it's our product, we will tailor your membership according to your HR needs and the level of support you're looking for:

**Safety Net**

A light touch option focusing on advice through our helpline.

**Platinum**

More complete support giving access to the helpline, document health checks and drafting assistance with templates.

**Virtual HR Manager**

We effectively take on your HR function and provide an end to end service, with total freedom to include the support you need.

*“The *HRExpress* team have been an essential part of Wild Harbour over the last year and feel like an extension to our own team. They have also been vital in navigating us through the many complicated issues that have arisen. I would highly recommend their services to any company looking for HR specialists.”*

*Abi Taylor, Wild Harbour Fish Company*



# MORE THAN A MANUAL



The internet is a wonderful source of information. You can learn a lot from it; you can even find templates for all kinds of situations there, often free of charge. So why pay us?

Because we bring the extra – the **confidence** and **expertise** to advise on **strategy**; the **solutions** that go outside and beyond what the manual says; the **experience** of working with other organisations. You can also be sure that the **advice** you're getting and the templates you're using are **accurate**, up to date and suitable for your situation.

## WE LIVE AND BREATHE WHAT WE ADVISE

Ranked as one of the Best Companies to Work For in the UK for seven consecutive years, we know the value of a settled, happy and engaged workforce. We know how to work with you to maximise the potential of your employees and ensure your HR approach helps, not hinders, your business growth.

"Excellent service provided by all the team at *HRExpress*; absolutely invaluable! Would highly recommend!"

Rebecca Clay, Sands Civil & Structural  
Chartered Engineers



# YOU MATTER TO US

Our members are not just names on a list. We want to be your trusted advisor and that's why we place such great store by being available and accessible to you and in our exceptional customer service. 90% of our clients would highly recommend Stephens Scown to handle their future legal needs.

Please get in touch to discover how *HRExpress* can provide the HR and employment law expertise that can help your business optimise its workforce.

**HR consultancy support –  
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**Get in touch:**

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