

A is for	A-Z of HR Services	
Absence	Staff with short term absence can cause disruption to production and the business. If you have employees that take time off for this then you need to discuss it with an advisor and they will try to keep you safe. You may incur added claims such as disability discrimination.	To find out what action you need to take to be safe call the advice line.
Apprentices	Recently legislation has changed in relation to apprentices, giving slightly more protection to employers	For more information on current legislation and the right kind of apprenticeship for your business call the advice line.
B is for		
Best Practice	The advice line will give advice on best practice aimed at keeping you safe. They will also look at all the options available to you to assist your business needs in managing staff.	To understand your risk level and the options available to you call the advice line and speak to an advisor.
C is for		
Commercial	Whilst Employment Law dictates the way things should be done, the advisors can also look at more commercial routes and help you manage your risks and give you options you may want to take.	If you find the letter of the law somewhat unpalatable you may want to look at a more commercial route. The advisors will give you options.



<p>Consultancy</p>	<p>If the core HR service does not meet your specific needs then you can purchase HR and employment law services on an ad hoc basis. These services, which include reviewing documents and on site consultancy, are available at very competitive rates.</p>	<p>Call the advice line for advice and a quotation</p>
<p>Contracts of Employment</p>	<p>Employers can get a very basic contract of employment from the website by “mixing and matching” clauses. However a more bespoke contract is available, either as a one-off purchase or as part of a retained service</p>	<p>Call the advice line or the HR team for a no-obligation bespoke quote.</p>
<p>D is for</p>		
<p>Disciplinary</p>	<p>Following a process in line with the ACAS Code is vital if you want to avoid added cost should a claim be made and fail. Up to 25% can be added to the compensation if you have not followed this.</p>	<p>For policies and guidance on how to avoid this prospect call the advice line and the experienced advisors will assist you in this matter.</p>
<p>Disability</p>	<p>Disability Discrimination is part of the Equalities Act. Did you know that approximately 50% of people could be classed as “disabled” according to the Employment Law definition? Awards can be unlimited if you inadvertently fall foul on the management of these matters and staff can claim from day one of employment for this.</p>	<p>Call the advice line and they will help you take the right routes to suit your needs and try to help you reduce your risk.</p>



E is for		
Eligibility to Work	Staff of all nationalities need to demonstrate they are eligible to work in the United Kingdom. Employers have a duty to record that you have checked eligibility. Employment of Illegal workers can bring a fine of up to £20,000 per worker	Call the advice line for advice on the appropriate things to check.
Equal Pay	Employers need to understand exactly what is included when determining Equal Pay	Call the advice line and they will help you check
F is for		
Flexible Working	Successive Governments have got behind the idea of flexible working for parents and carers. Now the right to request flexible working has been opened to all and an increasing number of workers are taking advantage of this change, making it more difficult for you to manage your business	You need to understand the process, know how to stay safe and what your rights are as an employer? Ring the advice line for help.
G is for		
Grievance.	A grievance does not have to be a formal grievance. Grievances can be informal and resolved accordingly.	If in doubt call the advice line and the advisors can offer telephone advice. If the issue is more complex you may need a more in depth consultation or onsite support. You can get a no obligation quote for this.



H is for		
Holidays and Holiday Pay	Holiday Pay can be difficult to understand at the best of times. However it has now been made even more difficult now that staff can legitimately claim holidays back whilst off sick.	For calculation issues or just guidance on what is applicable with holidays call the advice line.
Handbook	You can use the website to compile a basic employee handbook. However you may need something more bespoke that is focused specifically on your business	Call the advice line for guidance and a no obligation quote
I is for		
Industrial Relations	Even in small businesses it is common to see problems in industrial relations. Problems can arise when you least expect them and no employer should be complacent.	When you have an issue, or even if you suspect one is imminent, call the advice line for practical advice.
J is for		
Judgements.	The last thing that you need as a business is an Employment Tribunal Claim. It is time consuming and costly even if you were to win.	To stay safe and keep any indemnity you may have with your insurer call us at the start of an issue and we can advise you.
K is for		
Keeping in Touch with Absent Staff	Many employers do not know if they should or could contact a member of staff who is off for whatever reason. They worry about being accused of harassment.	The advisors can help you with letters to avoid this accusation that will protect you but will assist in getting you to where you need to be.



L is for		
Litigation	Litigation is not anything an employer wants to get embroiled in, but sometimes it is unavoidable.	Call the advice line and the advisors will review your situation and advise accordingly. If settlement is the best option for you they can guide you through the process.
M is for		
Medical Capability	Sadly sometimes staff became incapable of carrying out their duties because of long term illness and fitness. In these cases there is a route that you can take that can be handled with sensitivity and care, whilst remaining aware of the associated risks	The advisors will help you avoid damaging claims for unfair dismissal or disability discrimination. It is vital to call the advice line at the start of the process.
Maternity Leave	Staff who are pregnant have increased rights and protection under the Sex Discrimination Act. They do not need 2 years' service to make a claim for this form of discrimination. As awards carry no limit you could face a hefty bill if you are not fully informed of your obligation.	To avoid this risk call the advice line and the advisors will help with advice on pay, leave and health and safety issues.
Managers	Good management practice can often avoid escalation of delicate situations. Good managers operate in a fair manner and command respect. Training and structured professional development will increase confidence and help avoid damaging disputes.	Call the advice line or the HR team for suggestions on appropriate training courses



N is for		
National Living Wage/National Minimum Wage.	In 2016 the National Living Wage will be in force and employers will need to implement the changes. If an employer fails to pay National Living Wage or National Minimum Wage they could be fined up to £20,000 and be included on the Government Name and Shame list.	Call the advice line for advice on the rates of both for all ages.
O is for		
Organisation.	It is important to ensure your HR processes are organised and compliant. To find out where you are with this you can take a free HR Health Check, which is available on the website or you can purchase on audit with a consultant	To find the HR Health check visit your service website. For further information on audits call the advice line for a quote
P is for		
Paternity Leave	Paternity leave is now a well-established right for employees, as is Adoption Leave, and Parental Leave. Rights to these are always being updated and amended and it is important for employers to ensure they are up to date	Call the advice line for advice on process, pay, qualification and hidden benefit issues that may affect your business
Q is for		
Quality and Qualified	It is important that employers take advice from qualified and experienced experts to ensure you do the right thing	The advice line only employ high calibre, experienced advisers who have a full understanding of employment law and yet offer practical advice.



R is for		
Rest breaks	Rest breaks fall under the Working Time Regulations. The issue of what can be taken, opted out from and compensated for is complex.	The advisors will help you understand your obligations
Redundancy	Redundancy can be misinterpreted by businesses, perceiving it to be the panacea to all problems, a misnomer in itself that can be costly. As with TUPE the definition and the grounds for redundancy are complex and so advice should always be taken as failure in this could result in multiple and hefty claims to your business.	The advisors can take you through the process step by step, but if you need onsite support this can be obtained from the HR team and the advisors will be happy to give you a no-obligation quote
S is for		
Shared Parental Leave	If parental rights were not confusing enough with maternity, paternity, and adoption leave businesses now have to cope with the added right of request for shared parental leave.	Call the advice line for clear and practical advice on these issues, delivered in a language that you can understand.
Sick Pay or SSP	The Government has now passed the liability to the employer to pay this complicated payment with no claw-back from the HMRC available. Therefore it makes it even more important to manage absence in a proactive way to keep this cost down.	The advice line can help you with rates and absence management of these issues.



T is for		
Transfer of Undertakings Protection of Employment (TUPE)	This complicated piece of legislation affects anyone that buys or transfers a business or a service provision where the work is still to be carried out afterwards. Cleaning contractors, security firms, manufacturers and charitable organisations are among the many industries affected by this legislation. Failure to follow the process or maintain terms and conditions of staff after transfer can lead to hefty awards.	To stay safe on the principals of TUPE ring the advice line at the very start of your issue.
U is for		
Unlawful Deductions	Taking Money from a staff members' wages, unless you have specific clause in the contract that is signed to do so, can lead to unwanted issues. The right to claim is not confined to 2 years' service and can be claimed for up to 6 years after the event.	To avoid falling foul of this then call the advice line who can assist you in recognising the risks.
V is for		
Variation to Contract	This can be a tricky subject for employers. Needing to change the contract of employees when the business demands it, such as hours of work, pay days, contractual benefits where they may be a detriment, may lead to breach of contract claims and unfair dismissal claims for those that qualify. You should always seek advice on this to be safe.	Give the advice line a call to navigate the path of contract law and legitimate business needs changes.



W is for Website.	Members have access to the HR website which features a comprehensive document library containing over 550 downloadable template documents including letters, a very basic contract of employment, employee handbook and a range of policies. Invitation letters for all types of meetings and HR scenarios are also listed there. An invaluable tool for your business to save you scratching your head and not knowing if you are safe in what you say.	If you cannot find the documents you need call the advice line and they will help you.
X is for X-ray	Have you looked inside your HR practices lately and updated your contracts, policies and procedures to reflect the ongoing change in Employment Law? Take the Health Check on the website.	Call the advisors who can tell you if you are up to date or take the HR health check that is featured on the website.
Y is for Young Workers	Age discrimination protection law is not confined to the old or the more mature in the work force. It also covers the young as well. Be sure not to fall foul of selecting staff for redundancy on length of service as it could cost you dearly. As with all discrimination claims the awards are potentially limitless and costly.	Ring the advisors before you act to get the best out of our services and advice from the start.
Z is for Zoom	Your business can “turn suddenly upwards” if you manage your people well	Call the advice line or the ChamberHR team for advice that can help your business grow



