



Service Proposal

for

Porlock Parish Council

Prepared by

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Welcome to Peninsula

How much more could you get done with the right advice and support?

When you run a business, the most valuable commodity of all is the hardest one to find: time.

Time to concentrate on doing the things you do best. The things that made you set up in the first place. The things that make your business grow. Because nobody sets up a business to spend their time learning about employment law or making sure they are up-to-date with their health & safety. Nobody except Peninsula, that is.

Peninsula is the UK's most trusted small business advisor. We help more small businesses in the UK than anyone else, taking care of the details and leaving you free to see the big picture. All for a fraction of the cost of most professional service providers, thanks to our affordable service options.

We started out providing employment law and health & safety expertise, and over the years the range of services we offer has expanded in response to the needs of business owners.

Today we can support you with the kind of professional backup that big companies take for granted.

To put it simply, Peninsula puts big company backup at your fingertips.

Success Starts Here

The Peninsula specialist HR, Employment Law and Health & Safety team is the largest in the UK.

Service Fee

The elements of our consultancy service as described in this proposal will be tailored to your specific needs. The proposed service fee is:

Service Term	Monthly Fee
60 Months Combined Essentials + with Insurance / EAP / BrightSafe / brightHR	£ 275.00

Our fee, including the optional insurance, is based on your current size and will be fixed for the duration of the service term with no provision for Peninsula to increase the fee due to inflation, tribunal claims, volume of calls or organic growth in your employee numbers/salaries etc.

*Fees quoted are valid for 30 days from the above date and are subject to VAT and IPT.

"We wanted to ensure our clients had swift and easy access to professional legal and employment advice. We were put in touch with Peninsula, which proved to be a perfect fit."

- John Garrard | Managing Director | Fish Insurance

**Peninsula clients are 3.5x more
successful than the UK average.**

Essentials Plus

Employment Law and HR

A full employment law consultancy review carried out by an HR consultant, to update your employment documentation to ensure compliance with current legislation, best practice and to provide flexibility and protection from staffing issues.

The review project will include the Statement of Main Terms of employment and a comprehensive employee handbook including all relevant policies, procedures, rules, standards and expectations, as well as associated documentation related to employment law, such as restrictive covenants and training agreements.

This includes:

- The principal Statement of Main Terms of employment for each employee within your business.
- The Employee Handbook, to cover areas that most commonly arise as HR issues such as absence, performance and holiday entitlement conditions.
- An e-Learning introduction of your employment management systems once produced including a HR audit of your current employment files and practices.
- Consultancy reviews throughout your partnership to discuss, review and make any changes required to your documents.
- Access to office based HR consultants Monday to Friday to make unlimited changes and updates to your documentation at your request.
- Online access to employment stationery and your bespoke employment documents for day to day needs, which will be updated according to changes to employment law or your business needs.
- Unlimited access to our weekly employment law e-Learning sessions for you and key management. Our e-Learning is continually kept up-to-date with changes in legislation, case law and best practice many of which are also CPD accredited.
- **In the Loop**; our monthly newsletter on topical employment law news and forthcoming changes in the legislation.

brightHR

BrightHR is an award-winning, secure cloud-based absence management system that allows you to manage all staff data, leave and absence, whilst powerful reporting gives you intelligent insights into absence patterns and the impact on your bottom line.

Here are just some of the ways it can help you:

- More tailored advice when you contact the Employment Advice service, with instant insight into absence and lateness patterns
- One safe and secure place to store employee information, providing evidence and support for any tribunal or legal issue.
- Secure, fast and simple access to your Peninsula Portal via your BrightHR account with single sign-on
- Remain compliant with a full, auditable trail of employee records including DBS, visa and passport information
- Working time patterns and holiday & absence information are validated by Employment Law experts meaning you conform to legislation
- Monitor your business activity on the go with the IOS and Android apps.
- To learn more about BrightHR and how we can help you to record, monitor and manage all of your people data - from sickness and holidays to rotas and shifts. Plus provide you with instant access to your employee records and documentation, click [here](#).

24 Hour Advisory Service

The Advisory Service is made up of practising solicitors and experienced HR professionals, with specialist teams providing specific support for complex case or sector specific issues.

This includes:

- Our HR professionals, the majority holding CIPD Level 7 qualification, have many year's experience but we also have a team of solicitors to support you with more high risk issues.
- Intelligent call routing, which recognises your telephone number and automatically directs your call to the consultant you last spoke with.
- An operational service level agreement, which has a 1 hour call back system should you wish to continue to take advice from the same consultant. If not, you can take advice immediately from another consultant. Additionally, any emails sent will be responded to within 3 hours as part of this SLA.
- Continuity of advisor throughout a case which is particularly beneficial during a complex issue.
- Pro-active calls from your advice team during a 'live' case to ensure that issues are dealt with efficiently to allow you to concentrate on running your business.
- Advisors based in the office around the clock with access to your account history, calls and previous advice.
- Advisory App; At the touch of a button you have 24/7 access to view all of your Employment Advisory interactions; manage open and resolved cases and call your Advisory team directly from the app.
- Bespoke documents drafted by your consultant to ensure compliance and an audit trail through procedures followed.

- Our Team of Solicitors are also able to provide assistance on commercial legal matters and on areas such as Company Law, Tort Law, Commercial Contracts, Insolvency, Intellectual Property, Partnerships, Property, LLP's and Sole Traders as well as advice on Data Protection matters.
- Payroll advice service to give technical assistance on all matters related to payroll that do not currently sit squarely within the employment law bracket. With this service, we can help to guide you through the red tape surrounding; statutory payments such as SSP, SMP, P11D, P11D(b) P9D(b), PAYE, Real Time Information, calculating holiday pay, repayment of student loans, tax codes etc.

The Advisory App

We understand that managing a business may mean that you aren't always at your desk to view emails or make calls. The Advisory app allows you to view any advice that you have received any time, day or night, through your phone or tablet. This includes:

- Call our 24-hour Advisory line at the touch of a button.
- See recent history of queries and interactions with our team.
- Check the status of ongoing queries and look back at those we have resolved for you.

Insurance

Whilst we act for thousands of clients in employment tribunals, our business ethos is centred around the prevention of tribunal litigation and the reduction of time spent by you and your management on HR and Employment Law matters. But for complete peace of mind an insurance will be provided covering the defence of any future employment tribunal.

- Cover for awards and economic settlement for unfair dismissal and indirect discrimination if you take and follow advice, and all policy conditions are met.
- Unlike rival companies, the policy gives you the right to decide to settle the case is economically viable to do so.
- Peninsula is totally unique in having a dedicated Specialist Appeals Team; providing a full service from start to finish up to and including the European courts where appropriate.
- Where advice has been followed, we will not automatically settle a case simply because it is more commercial to do so than to resist it, and not decline cover purely in the event that prospects of success seem poor.
- Effectively an entire legal department on a retainer consisting of a mixture of bar qualified, solicitor trained Employment Law Specialists & Advocates.
- £200,000 per insured claim; and
- £2,000,000 for all claims and prosecutions brought against you in any one policy year.

Essentials Plus

Health & Safety

A comprehensive framework for managing health & safety in your workplace to keep your business, your employees and the general public protected.

The Health and Safety service includes:

- A principal site visit for the preparation and installation of a bespoke health & safety Management system, developed specifically for your business, including the organisation, safety arrangements and monitoring procedures required for its effective implementation followed by an installation visit (set-up).
- A compliance review conducted by a qualified health & safety consultant to identify areas of non-compliance with your industry specific legal requirements resulting in a written report, an executive summary and an action plan with pragmatic advice on how to achieve compliance with legal obligations and best practice standards.
- Registration to our revolutionary BrightSafe software – a secure and smart digital service that makes it easier for you to meet your health and safety compliance requirements. The easy-to-use features let you:
 - Create and manage risk assessments to standards set by the HSE.
 - Add tasks to help you manage control measures and reduce potential hazards in your workplace.
 - Access a wide range of interactive e-learning courses, allowing train employees without taking large groups of employees away from work to attend expensive workshops or go to formal training courses.
 - Record any workplace accidents and carry out investigations to reduce risks and protect your people.
 - Keep all your policies and documents in BrightSafe's secure cloud-based software with unlimited storage space.
- Training for you and your staff on the use of BrightSafe, with access to a dedicated service desk to help you with any queries you may have.
- One visit per annum by a qualified health & safety consultant to service your management system and provide advice and support on maintaining legal compliance.
- Access to a 24 hour telephone advisory service supported by qualified health & safety consultants, 365 day a year.
- An optional insurance policy*, to protect against legal expenses in defending enforcement action brought by an enforcing authority. We will provide a solicitor to attend interviews under caution or to defend any safety prosecutions or enforcement action.
- The management system will be inclusive of the following (if applicable to your business):

- Workplace Risk Assessment
- Machinery Risk Assessment
- Organisation and Responsibilities
- Risk Management Pack
- Safety Policy
- Safety Records
- Specific Arrangements
- Technical Guidance Notes
- Visitors Safety Records
- Employee Responsibilities, Rules & Procedures
- Employers Health & Safety Responsibilities
- Fire Risk Assessment Software
- Health & Safety at Work
- Health & Safety Guidance
- Health & Safety Policy & Procedures
- Health & Safety Risk Assessment

Insurance

Inclusion of an optional Insurance Policy which covers legal expenses, up to £200,000 per insured event and a maximum of £2 million in any one policy year, for incidents that may occur following you becoming a client. The cover includes legal support in responding, defending and appealing against formal health & safety notices, interviews under caution and representation in court, should the need arise. As with any insurance cover, the policy conditions must be followed.

Employee Assistance Programme

Our Employee Assistance Programme (EAP) is focussed on helping you to support your employees should they encounter any personal problems that may impact their productivity and efficiency in the workplace, enabling you to get the most from your team of employees.

By offering an EAP wellbeing package to your employees, they will have direct access to the following:

- Confidential telephone helpline available 24/7, 365 days a year, offering practical information and emotional support
- Supporting mental health and other issues such as alcohol/drugs, debt, personal legal issues, family issues, housing, childcare, tax, bereavement, relationships, domestic abuse/violence and eldercare etc.
- Up to 6 sessions of telephone, online (video or online CBT) and face to face inc applied techniques and/or online CBT via our counsellors
- Support available for the employee, partner or spouse and dependents (between the ages of 16-24 in full time education within HMRC guidelines)
- Active Care - Day 1 intervention by a clinician for stress and reducing absence via clinician intervention
- Online Health Portal www.healthassuredeap.com providing access to extensive wellbeing resources including four-week programs, videos and webinars.

Your Proposal

Thank you for allowing Peninsula to propose this service option to you; we would be delighted to become your trusted advisor. This proposal is a basic outline of the services we discussed at our recent meeting and details of the service fees.

If you have any questions in relation to this proposal, please don't hesitate to contact me.

Phil Clark

Business Development Manager

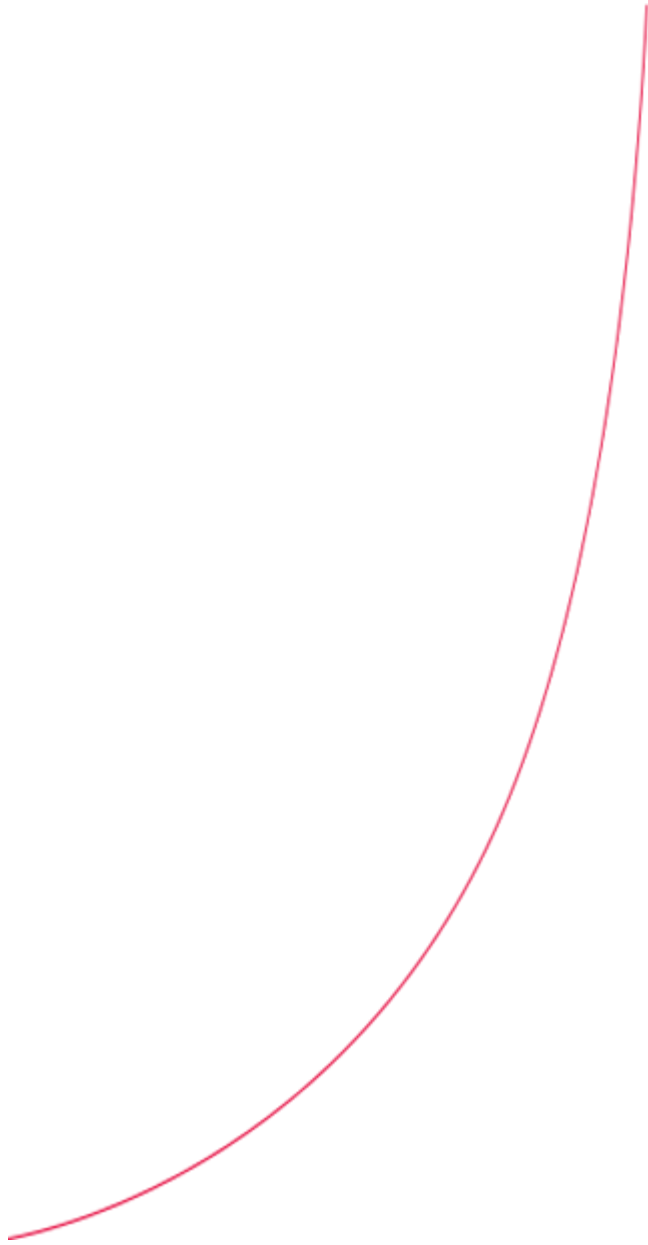
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What our clients say...



Not only is feedback an important learning and development tool, sometimes it's just nice to hear how our clients are experiencing the Peninsula service. Check out our Feefo score based on over 10,000 independent customer reviews by visiting [peninsulagrouplimited.com/about/testimonials](https://www.peninsulagrouplimited.com/about/testimonials).



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