

HR CONSULTANCY SERVICES

BY DITTON HR



*Ditton*HR

OVERVIEW OF OUR SERVICES

Preventing People Problems

Prevention is better than cure, so we can help you set up the effective HR practices and systems in order to reduce the likelihood of HR issues arising. This could include:

- Introducing HR systems and process
- Developing an HR strategy to support your organisational objectives
- Developing HR policies and procedures & employee handbooks
- Developing employment contracts

Offering HR advice and support

When HR issues arise, you need quick, practical and high-quality HR advice and support. We provide you with HR advice via telephone, email or face to face to help support you through the management of people issues. We also have access to free legal advice via our employment law partnership and our CIPD and Federation of Small Businesses memberships.



OVERVIEW OF OUR SERVICES

HR Project Work

In order to help you prevent HR issues, reduce employee turnover and improve employee satisfaction and performance levels at work, we offer you support on a range of HR projects which will help you achieve your organisational objectives through your people. Projects could include:

- Planning and supporting restructures
- Reviewing pay and grading structures, including introducing job evaluation schemes
- Developing employment contracts
- Designing, analysing and reporting on employee surveys
- Introducing or enhancing appraisal schemes including 360-degree appraisals
- Designing and running recruitment campaigns/assessment days
- Conducting psychometric testing as an aid to recruitment or personal development
- Planning and supporting the people aspects of an office relocation project
- Designing, introducing and running a Leadership Development Programme
- Enhancing your employee benefits schemes
- HR mentoring
- Coaching
- Outplacement services
- Workplace counselling



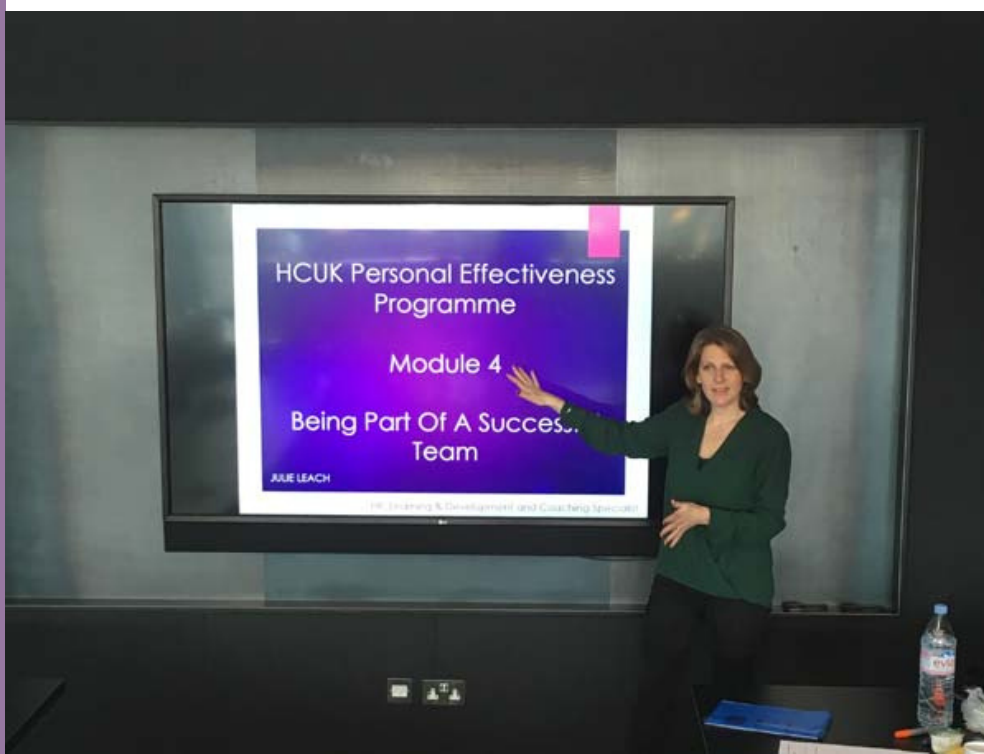
OVERVIEW OF OUR SERVICES

Training and Development

In order to ensure that your employees have the skills to effectively manage people and perform to a high level, we offer a range of training and development workshops which include (but are not limited to):

- Equality, Diversity and Inclusion
- Recruitment and selection skills
- Managing disciplinaries and grievances
- Absence management
- Managing performance and appraisal
- Introduction to employment law
- Managing for the first time
- Managing difficult conversations
- Leadership Development Programmes

If you require any training and development that we are unable to offer, we can assist you sourcing appropriate training solutions that match your individual requirements.



HOW WE WORK WITH CLIENTS

HR Support Response Times

We pride ourselves on responding to client's needs as quickly as possible. We are available on the phone or via email Monday – Friday 9am – 6pm and check our messages regularly throughout the day. If your regular HR Consultant is not available however then another Consultant at Ditton HR can step in to respond to any urgent issues.

Our Approach to Working with Clients

We are available when you need us and provide a flexible and quick responding service. We build relationships with our clients over time and really get to know the organisation and its aspirations which helps us embed ourselves fully with the client.

You can see from our references on our website how we make a difference and hit the ground running to ensure maximum impact in the minimum amount of time. We have huge amounts of experience from a variety of sectors and organisations giving us a fantastic overview of how other organisations approach HR issues and what works well.

We are passionate about our clients aims and values and ensure that we are always thinking about how we can support our clients to reach their desired outcomes. We don't just focus on the HR aspects of your organisation, we want to understand the strategic aims, values and objectives in order for us to provide the very best advice and support.



HOW WE WORK WITH CLIENTS

Our aim is to provide organisations with quality, affordable HR services. We therefore offer a range of payment options to suit every organisation's size and budget. Charity discounts are also offered.

Pay as you go

This allows you to access HR support when you need it, but you only pay for what you use. Pay as you go is best where it is difficult to know how much HR support will be needed. You will be provided with a breakdown timelog with each invoice.

Pay for a project

This option might suit you if you have a specific project you require us to conduct, you know how much work will be involved in advance and you want to know the cost upfront e.g.: designing, running and reporting on an employee survey, conducting an HR audit, running a recruitment campaign or designing and running a training workshop. A quote would be provided for this work in advance once the work required had been fully scoped out.

Retainers

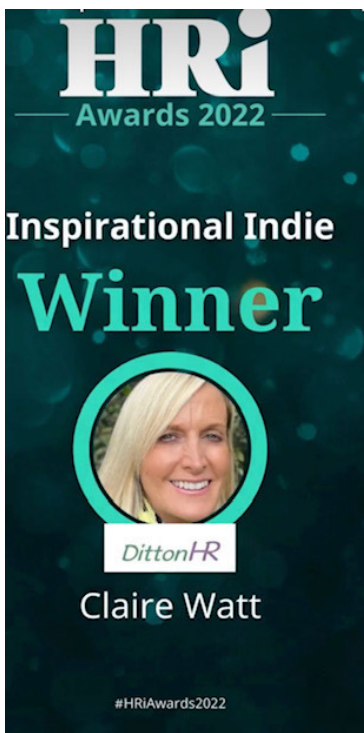
If you need regular on-going support, want peace of mind that you have HR support when you need it and would like to engage us as your outsourced HR provider, then our retained services may be most suitable as it helps both of us to plan and budget. All retainers are for a 12 month period. They work in 2 ways:

- **Banks of hours retainer:** we will discuss your needs and agree a monthly retainer with you in advance, so you know what you will pay each month. This will be at a 10% discount on our pay as you go fees. Any additional hours over and above the number of hours agreed in the retainer will be charged at your normal pay as you go rate. Please note that any unused hours at the end of the month will be lost and cannot be carried forward to the next month.
- **Peace of mind retainer:** if you prefer to pay a fixed monthly fee for unlimited HR advice, free HR software and a variety of other benefits then we offer 3 levels of 'peace of mind' retainers, depending on what you need included and your budget.

ABOUT US

Ditton HR is a Human Resources, Recruitment and Training consultancy based in Thames Ditton in Surrey. We work with employers to ensure that they have easy access to high quality HR advice and support. We offer support to small businesses that do not have an HR, Recruitment and Training function or additional support to busy HR teams with HR projects.

We have a range of CIPD-qualified HR consultants available to support clients with all their HR requirements. We also have specialists in a variety of areas including Training and Development, Equality, Diversity & Inclusion, Recruitment, Outplacement, Coaching and Mediation. In addition we have established partnerships with other trusted providers of services that businesses may require such as Accountancy, Payroll, HR Software, GDPR, Employee Well-Being, Employee Benefits, Employment Law and Health and Safety.



WHAT CLIENTS SAY ABOUT US

"With the arrival of our first in-house Head of Human Resources, we approach the end of a very supportive and successful era of working with Ditton HR.

You have provided fantastic HR support to the FSRH for many years and during my first 15 months of tenure, I can safely say it has been a pleasure to work with you. You have provided both wise counsel and practical implementation of procedures and policies. Thanks to your work, I am certain you leave us in a stronger place than you found us"

Gary Waltham - CEO, Faculty of Sexual & Reproductive Healthcare

"Ditton HR have been our HR provider for a number of years and their professionalism, expertise, sincerity and care is why we continue to work with them. They are approachable, friendly and collaborative so will work with me to resolve the issues at hand. I highly recommend Claire and her team".

Marcia Philbin- CEO Faculty of Pharmaceutical Medicine

"Claire and Ditton HR are GREAT!! Claire has been integral to our business getting its house in order and keeping it there. She has been another grown up at the table when we have needed one, she has been caring, sympathetic, understanding and expert and someone who our team know they can look to if they wish for HR support. Claire has constantly gone the extra mile for us and we as a business and indeed I individually feel very lucky indeed that our business met her, and I cherish her advice".

Anthony Biles - MD Biles Hendry

DittonHR

dittonhr.co.uk

PLEASE GET IN TOUCH!

Do you currently have an HR consultant?

On a scale of 1 to 10, how happy are you with them?

If the answer isn't "I'm so delighted I could print 1,000 flyers to spread the word about them", let's jump on a call!

You know just how important it is to get proactive, responsive HR support. That's what we do. And we're taking on new clients!

To find out more and for a free, no-obligation conversation, please get in touch:

Claire Watt (FCIPD)
Managing Director
Tel: 0778 8987446
clairewatt@dittonhr.co.uk

General enquiries:
info@dittonhr.co.uk
Tel: 0208 398 6599
www.dittonhr.co.uk

**Set up a free exploratory call at
www.dittonhr.co.uk**

**Tune in to our monthly podcast 'Watt About HR?' at
www.spreaker.com/show/watt-about-hr**



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