

# Employment law for employers

## HR support services



The HR Support helpline is for your managers or internal HR team to use as and when problems arise, and for general employment law and HR advice over the telephone (**0117 905 7585**) or via email from our HR Support team ([hrrsupport@barcankirby.co.uk](mailto:hrrsupport@barcankirby.co.uk)).

Service	Safety Net	Standard	Platinum
Initial 'MOT' (by way of questionnaire)	✓	✓	✓
Face-to-face meetings	Initial attendance only - up to 30 minutes	Initial attendance only - up to 1 hour	✓
Audit of existing contracts of employment		✓	✓
Audit of Staff Handbook		✓	✓
Provision of Staff Handbook	Short-form template handbook (additional policies available at a small cost)	Standard handbook and assistance with bespoke policies	Full handbook containing legally compliant and best practice policies and procedures
Providing new and compliant Contracts of Employment	Single new template contract (additional contracts available at a cost)	Up to a maximum of three variations	Unlimited
Inclusion of specific clauses and provision from existing contracts into the new contracts		✓	✓
Drafting of bespoke clauses for contracts			✓
Unlimited telephone helpline and email advice on the items included within the service between 9am and 5pm	Subject to reasonable usage and only between 10am and 4pm	Subject to reasonable usage	✓
Access to template letters and documents		✓	✓
Telephone/email advice on: <ul style="list-style-type: none"> <li>Grievances, disciplinaries and dismissals;</li> <li>Sickness absence and performance management;</li> <li>Small scale redundancies/ restructuring (three roles or less);</li> <li>Family-friendly rights: maternity, paternity, parental rights;</li> <li>Flexible working;</li> <li>Discrimination and equality issues;</li> <li>Harassment and bullying; and</li> <li>Whistleblowing</li> </ul>	✓	✓	✓

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Service	Safety Net	Standard	Platinum
Initial TUPE advice in terms of the employer's obligations		✓	✓
Early conciliation with ACAS/pre-claim correspondence with solicitors or an employee either before they have left or afterwards			✓
Advising on, drafting and negotiations on up to three settlement agreements per retainer year			✓
Advising on contracts for self-employed contractors, workers or volunteers			✓
Drafting up to three bespoke or precedent contracts for self-employed contractors, workers or volunteers			✓
Formal written, detailed, advice on up to three issues of law (detailing case law and legislation)			✓
Regular employment law updates	✓	✓	✓
Invitations to bi-annual seminars for the HR team (minimum numbers apply)	✓	✓	✓
Free seminars for the HR team (minimum numbers apply)		Discounted rates apply - £30 + VAT per person	✓
Quarterly review meeting at your offices (subject to proximity)			✓
Six monthly review meeting/ telephone conference	✓	✓	✓
48-hour turnaround (working days)			✓
Service Level Guarantee – 10% reduction in our fees if our service does not meet your expectations	✓	✓	✓
<b>Optional services to be agreed as and when the issue arises</b>			
Bespoke employment law training for line managers and HR team			
Advice about employment issues arising from a business acquisition, sale or purchase			
Charities advice			

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Service	Safety Net	Standard	Platinum
Optional services to be agreed as and when the issue arises (cont.)			
Workplace mediation			
Significant restructuring of the business			
Boardroom disputes or dismissals of senior employees involving complicating factors such as regulation, protected disclosures, discrimination or personality issues			
Advising on or drafting Directors' Service Agreements			
Advice on enforcing restrictive covenants			
All tribunal matters			
All other legal work offered by Barcan+Kirby LLP			

### Charges (subject to VAT at 20%) one to 10 employees

Service	What we provide	Fixed fee cost (paid in 12 monthly instalments by direct debit)
<b>Safety Net</b>	Safety Net services listed above	£900
<b>Standard</b>	Standard services listed above	£1,500
<b>Platinum</b>	Platinum services listed above	£4,250

### Charges (subject to VAT at 20%) 11 to 30 employees

Service	What we provide	Fixed fee cost (paid in 12 monthly instalments by direct debit)
<b>Safety Net</b>	Safety Net services listed above	£1,500
<b>Standard</b>	Standard services listed above	£2,250
<b>Platinum</b>	Platinum services listed above	£6,250

### Charges (subject to VAT at 20%) 31 to 50 employees

Service	What we provide	Fixed fee cost (paid in 12 monthly instalments by direct debit)
<b>Safety Net</b>	Safety Net services listed above	£2,250
<b>Standard</b>	Standard services listed above	£3,375
<b>Platinum</b>	Platinum services listed above	£9,250

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### Charges (subject to VAT at 20%) 51 to 100 employees

Service	What we provide	Fixed fee cost (paid in 12 monthly instalments by direct debit)
<b>Safety Net</b>	Safety Net services listed above	£3,375
<b>Standard</b>	Standard services listed above	£5,925
<b>Platinum</b>	Platinum services listed above	£10,250

### Charges (subject to VAT at 20%) 100 to 250 employees

Service	What we provide	Fixed fee cost (paid in 12 monthly instalments by direct debit)
<b>Safety Net</b>	Safety Net services listed above	£5,100
<b>Standard</b>	Standard services listed above	£8,900
<b>Platinum</b>	Platinum services listed above	From £15,000

### Service Level Guarantee

If you do not consider that you have had exceptional services from us for our work under any of the services, you may unilaterally reduce our fee by up to 10%. All we ask is that you share with us your reasons and your thoughts on how we could improve our service. This applies to all services.

### Exclusions

The following are expressly excluded from the service offered under HR Support:

- + Disbursements
- + Collective consultation or establishing works councils
- + Recognition processes by trade unions
- + Industrial action
- + Pensions
- + Health and safety rules or obligations
- + TUPE (other than pre-consultation)
- + Larger scale redundancies and restructuring (five+ roles)
- + Payroll
- + Tax advice
- + Obtaining advice or information from third parties
- + Anything else not specifically identified in the table above

We will be happy to discuss your additional requirements and to price them separately for you.

1 The **Platinum service** includes:

- 1.1 Use of our lawyers for all advice and work expected from a HR manager (not including Payroll and administration, typing, formatting etc.).
- 1.2 Up to 10 hours of face-to-face meetings per year at our or your offices (subject to proximity), and as many telephone conferences as you need to provide the service based on our HR Support questionnaire having been **completed and returned to us prior to the meeting**.
- 1.3 Save in exceptional circumstances, a usual turnaround of responding to correspondence and telephone enquiries within two working days.



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- 1.4 The **Platinum service** is subject to the exclusions above, but also has additional options of Corporate Support paid at favourable rates for Platinum HR service members. Directors may also benefit from Private Client services at discounted rates.
- 2 The **Standard service** includes:
  - 2.1 An initial attendance or meeting at your office (subject to proximity) or telephone attendance lasting up to one hour to discuss your likely requirements based on our HR Support questionnaire having been **completed and returned to us prior to the meeting**.
  - 2.2 As much advice and assistance in HR and employment law issues as you need, subject to reasonable and appropriate usage. Access to the service between 9.00am and 5.00pm on weekdays other than Bank Holidays.
  - 2.3 Save in exceptional circumstances, a usual turnaround of responding to correspondence and telephone enquiries within three working days.
- 3 The **Standard service** does not include:
  - 3.1 Face-to-face meetings unless expressly agreed as part of the contract other than the initial meeting or telephone conference.
  - 3.2 Time spent on work outside the scope of the **Standard service** or as a result of your declining to follow our advice in respect of a particular matter will be charged at an hourly rate that will depend on the nature of the additional work involved, unless we are able to agree an alternative pricing structure with you.
- 4 The **Safety Net service** includes:
  - 4.1 A first telephone call or face-to-face meeting at our Queen Square office of up to 30 minutes to discuss your likely requirements based on our HR Support questionnaire having been **completed and returned to us prior to the telephone call**.
  - 4.2 Access to the service only between 10am and 4.00pm on weekdays other than Bank Holidays.
  - 4.3 Save in exceptional circumstances, a usual turnaround of responding to correspondence and telephone enquiries within four working days.
- 5 The **Safety Net service** does not include:
  - 5.1 Time spent on work outside the scope of the **Safety Net service**, which will be charged at an hourly rate unless we are able to agree an alternative pricing structure with you which will depend on the nature of the additional work involved.

## Explanatory notes

### Hourly rate

#### Advantages

- + If the project proceeds smoothly and without departure from the agreed scope, exclusions and assumptions (outlined in the Summary of Work), it may come in cheaper than other pricing options;
- + You have the ability to monitor cost issues on an on-going basis and refine your instructions in response to those developments;
- + We will manage your costs as best we can and will keep detailed and accurate time records; and
- + We will not increase our fee beyond the billable time we record.

#### Risks

- + The costs may end up higher than under other pricing options;

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- + There may be little proportionality between the total fee and the result you achieve. Under this option, we will not discount our fee for a result that falls short of your expectation if that result is something we did not have any control over; and
- + Ultimately you will not have certainty about the costs until the work is complete.

### Fixed fees

#### Advantages

- + You have complete budgetary predictability and certainty within the scope, assumptions and exclusions (outlined in the Summary of Work);
- + There will never be any pricing surprise. Most of the cost risk sits with us; and
- + If unforeseen work is required which falls within the agreed service, our fee will not increase and we will absorb the additional cost.

#### Risks

- + This option does not completely remove all of the cost risk for you;
- + If there is a departure from the scope, assumptions and exclusions set out above it is likely that our fee will need to be adjusted upwards. However, we undertake to discuss it with you as soon as we become aware of the possibility; and
- + Under a fixed fee arrangement, you might end up paying more than you might have under an hourly rate basis or any other arrangement, but the agreed fixed fee will not be discounted.

**BEDMINSTER** 25 North St, Bristol BS3 1EN  
**BISHOPSTON** 60 Gloucester Rd, Bristol BS7 8BH  
**BRISTOL CITY CENTRE** Prince House, Bristol BS1 4PS

**KINGSWOOD** 111/117 Regent St, Bristol BS15 8LJ  
**THORNBURY** 36 High St, Thornbury BS35 2AJ

**Barcan+Kirby**

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