



HR Audit Report

Company: RDLC Member (anonymous)

Audit Date: 30th November 2018

Completed by: Lindsay Baker

Thank you for taking the time to send me all your current paperwork to review and for taking the time on the phone talking through how people management and development happens at RDLC Member (Anonymous).

As discussed the following report summarises the main findings from our review and conversation, and groups this in to the three main areas of:

HR Documentation:

Our professional opinion on all the HR documentation that you sent us for review. The full details of the issues reviewed can be seen in the detail of the report on page 4.

HR Processes

Following on from our conversation around how the key areas of people management and development happen in your business. This covers not only the “how” but also the “who” and also considers the all-important need for consistency, fairness and records.

Culture and Engagement

Our main observations on the culture of your organisation which is arguably the most important part of what makes your business the success that it is! This is also the area where even small changes can have a significant impact on engagement and therefore performance.

The full details of our findings and observations in each area can be found on pages 4-6. However, we have provided a dashboard for you so that you can easily see the main findings and areas to work on in a snapshot.

Following the dashboard are our recommendations in terms of the services that we can offer to support you now and, in the future, to take action from this audit and continue to build on the Culture of your business.

We hope that this report provides you with enough information to make a decision in relation to the services, however if you have any queries then please don't hesitate to ask.

	Urgent Attention Needed	Needs Some Work	Perfect – Keep It Up
HR Documentation	<p>Parental leave policies are not compliant</p> <p>Some contractual terms should not be contractual and need removing</p> <p>Disciplinary policy is not fit for purpose for a business of this size</p>	<p>HR files have not been audited (ever) so need to check for mis-files, items to remove and any GDPR issues</p> <p>Restrictive covenants are too broad to be enforceable</p> <p>Policies are not easily accessible and some need rewording to simplify</p> <p>Of the parental leave policies seen, all a rapid at statutory rates – need to review impact on retention of key talent.</p>	<p>All team members have an HR file</p> <p>All team members have an employment contract</p> <p>Most key policies are in place but all need updating</p>
HR Processes	<p>Sickness management process is not followed</p> <p>No return to work records</p>	<p>Performance management needs to apply to all, not just billing staff</p> <p>Managers have had no training on key HR processes, meaning most are left for the owner to manage</p> <p>No training records kept</p>	<p>Keep HR KPIs are measured</p>
Culture and Engagement	<p>High number of grievances raised in the last 12 months</p>	<p>Ensuring that all team members feel as valued, whether billing staff or support staff</p> <p>Short term absence levels are higher than average</p>	<p>Personal Welcome from the Managing Director for all new starters</p> <p>Regular whole team meetings</p>

Recommendations

Following the review of your current documents and our conversations around process and culture, we would be very happy to work with you on the areas needed.

In relation to the documentation then we would strongly recommend that you consider one of our **Starter Packs**. This will provide you with a tailor-made legally compliant Employee Handbook, along with a contract of employment template which you can use over and over. The Pack includes a range of useful internal forms, such as Application for Annual Leave, Flexible Working and Parental Leave and so on.

The Starter Pack has a one-off cost of **£515 plus VAT** and is designed to ensure that all your policies and procedures are legally compliant and up to date in line with the very latest changes to employment law which have come into effect.

To support you moving forwards in relation to any employee matters that you may have and also to work with you on the processes and culture there are two options;

Ad-Hoc/Pay As You Go Support

This is our standard ad-hoc service and would mean that no charge would be applied to you until you called or emailed and requested our advice or support.

OR

Monthly Subscription Package

This is in essence a remote support service which provides you with unlimited phone support Monday to Friday 9am to 5pm, a free of charge yearly update for your handbook and contract and as a subscribed client you will receive discounted rates for document writing and site visits when needed. In addition, you receive 24/7 access to our HR document library. Custom prices for this service have been arranged for members of the RDLC Pirates.

OR

Monthly Fully Outsourced Packages (60+ Employees)

Our fully outsourced package gives you a dedicated consultant that works with your business on all things HR. Whether that is making sure your documentation is compliant and suitable for the business and keeping it up to date, through to managing employee relations issues or managing the people side of TUPE transfer or restructure.

It is paid for monthly for half, whole or multiple days and is (if you would like) delivered on-site at your office(s), so managers and employees have access to the consultant to discuss any issues and attend meetings.

This service level provides a much more in-depth and proactive support for your business, much like having an in-house HR professional supporting you

Should you be interested in any of the above services please let me know and I will ask one our Business Team to contact you with prices and terms and conditions.

If you have any questions with regards to any of the above, please let me know.

Kind Regards

Lindsay Baker

Head of HR , Gateway HR

DETAILED AUDIT FINDINGS

HR Documentation

Documents provided and audited:

- Example employee file*
- Employee Contract*
- Employee Handbook*
- Induction plans*
- Appraisal paperwork*
- Job Descriptions*
- Development Plans*
- Employment Policies*
- Bonus Scheme*
- Employee Engagement Survey*
- HR Management Reporting*

This is the section where all the details of what had been found in the audit of the HR documents would be included. For the purposes of this example then this has been taken out to ensure confidentiality to the client this example is based on.

HR Processes

This is the section where all the details of what had been found in our discussion with you around people management and development processes in your business. For the purposes of this example then this has been taken out to ensure confidentiality to the client this example is based on.

Culture and Engagement Specifics

This is the section where all the details of what had been found in the discussion around culture and engagement in your business. For the purposes of this example then this has been taken out to ensure confidentiality to the client this example is based on.