

# HR - EMPLOYMENT LAW HEALTH & SAFETY CONSULTANTS.

PEOPLE FOR BUSINESS  
BUSINESS FOR PEOPLE



CONSULTANTS

## Contact us

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**FREE AUDIT**

# Professional Services

LBJ Consultants is a full-service Human Resources and Employment Law Consultancy formed in 2016, based in Ayrshire, Glasgow, and Lanarkshire with clients throughout Scotland. Our approach is a partnership arrangement, working as an extension of your company, we will be there to support you when you need us most. We specialise in providing outsourced HR & Employment Law, support, and solutions to start up and growing SME companies. We have experience in supporting a number of Charities, Women's Aid Centres, Rape Crisis Centres, Housing Associations, Solicitors, Retail, Manufacturing Companies and Reuse Centres throughout Scotland. We also support a range of other businesses operating in the Care Sector, Retail and Manufacturing, Civil Engineering and Legal sectors.

We believe that your company would benefit from our expertise where we can support and help you to deal with any employment law or employee issues that might arise. We have currently achieved a score of "5 stars" from our clients on feedback on our company web page ([www.lbjconsultants.co.uk](http://www.lbjconsultants.co.uk)).

We will offer you a full bespoke HR & Employment Law advice and support service by working in partnership with your managers to understand your business requirements thus ensuring that we enhance the employee engagement within your company that in turn leads to improved performance, lower absenteeism, and increased customer satisfaction.

We especially address any issues that may exist over absence and assist in not only managing them but also look to address the root cause of these absences especially concentrating on work related stress and employee wellbeing including identifying and implementing programs to deal with the full range of mental health issues that can arise amongst your employees.

We have a team of very experienced highly qualified consultants with over 100 years' experience, between us, working in the HR and Employment Law environment. Our consultants have dealt with issues that cover all aspects of the role from supporting clients in discipline and grievance cases, holding mediation sessions, discussing settlement agreements, completing redundancy cases, helping resolve flexible working requests, ensuring that the proper process is followed in family friendly matters, dealing with complex T.U.P.E. transfers to preparing and presenting cases at the Employment Tribunal.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT



Our consultants are CIPD members, Employment Tribunal lay members and have experience meeting and negotiating with Trade Union officials at senior levels in previous roles

## Policy & Procedure Development Contracts of Employment

Well-documented HR Policies and procedures are vital to a successful operating environment. LBJ Consultants is experienced in developing, applying, and evaluating HR policies, procedures, and employment contracts for our clients. We will carry out an audit of all your existing policies, maintaining accurate policies, reviewing policy and procedures periodically, and updating documentation to maintain compliance with all legislation changes.

All policies will be contained in an employee handbook. We will provide a copy of the completed employee handbook where employees will be able to access via your company web page. This handbook will be managed by us and updated to reflect any and all statutory changes that are made. We will also provide statement of Main Terms and current Job Descriptions.

**Absence, Disciplinary, Grievance, Performance Management, Mediation\*, Redundancy\* and T.U.P.E\*.**

LBJ Consultants Human Resources team will work with you to constantly track, evaluate, and improve employee attendance and performance which will be enhanced by using our HR Management System which is fully GDPR compliant.

We will provide HR support should any issues arise, and work with managers to develop performance improvement plans when necessary. We guide and support your managers through all aspects of the Investigation, Discipline and Grievance processes. We can also intervene to resolve employee issues by leading Mediation\* sessions where we involve and support your employees.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT



# Professional Services

We can conduct all meetings\*\* with employees over Redundancy and T.U.P.E when required.

Managing staff can be tough, time consuming and potentially costly for businesses financially and could lead to damage to your business's reputation. Our services will keep you legally compliant, save you time and with the benefit of our on-site, "hold and conduct meeting service\*\*", you can remove yourself from a potentially challenging conversation.

## Employee Induction\*\*

The employee induction process is a critical Human Resources function. We support a comprehensive induction service.

## The Employer Protection Scheme\*

The scheme operates by supporting clients over tackling their employment compliance, managing their staff, and ultimately protecting their business. These components fall into three core categories

- Advisory Service - The advisory service is provided so that when clients have a question on employment legislation or have a problem with an employee, they will be required to seek our advice and follow it for the insurance to be effective.
- Employment Practices Audit Review - The audit is a review of current employment practices and contracts (an opportunity to identify any weaknesses that exist, and a means of helping our clients deal with if effectively).
- Employment Disputes Insurance - All Employment Tribunal representation is covered under this contract including costs and awards. Should clients require this insurance, it is policy condition that they must use the advisory service and undergo an audit.

The Employer Protection Scheme offers our clients the option of an employment package which guarantees compliance, expert advice on day-to-day employment issues, and an indemnity for any legal fees, awards or settlements that arise if they have a dispute.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT





# Employee Recruiting, Screening, & Hiring\*

Locating qualified candidates to fill internal vacancies can be a daunting task, one with long-term implications for your company. We draw from decades of experience to ensure that your internal team remains staffed with qualified individuals who possess the qualifications and traits that fit your needs. We can save you both time and money by taking charge of your whole recruitment process from advert to offer letter. We will ensure that you get the right person in place by matching candidates to the role on offer. This service will save costs on expensive recruitment agency fees.

## Employee Reviews\*\*

Taking the time to review performance and job satisfaction for every employee is an important part of maintaining an efficient, satisfied workforce. We offer employee review services that capture the quantitative and qualitative data relevant to each employee, and present that data in a format that makes it easy to understand overall trends and themes within the workforce. We will support your managers to identify and deal with issues quickly before they become a problem.

## Employment Tribunal Support\*\*

We will assist you in drafting and submitting your RESPONSE to any ACAS contact. We will collate, organise, and submit all documentary evidence to support your grounds for resistance to an Employment Tribunal and make sure these are disclosed to the Tribunal and to the Employee, or their representative, within the stipulated timelines. We will work with you to identify which of our consultants is best placed to represent you at Tribunal - we will deliver the best legal support for you based on your case complexity and risk.

We will prepare all paperwork -the bundle- for the Tribunal on your behalf. We will also discuss all aspects of any case with both the employees' representative and the Employment Tribunal office and will conduct all necessary interviews on your behalf relevant to the case.

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# HR Management System\*\*

Our digital HR management system will simplify how you manage your employees.

The HR Management system shows that your company are progressive by how you manage your HR Administration: it allows you to-

- Attract employees.
- Develop employees.
- Motivate employees.
- Give employees access to the system on the move.
- Cut the administration involved in managing your employees.

Developing a high performing team is essential if your business is to succeed. The HR Management System will allow you to do this.

## Strategic Support\*\*

LBJ Consultants will work closely with the leaders of the company or the nominated person to identify the strategic planning of the company. We will focus the HR support offered to achieve these aims. We will especially review Attendance and Performance within the company. We will monitor sickness (absence) and its causes, and we will also address presenteeism in the workplace. We will also focus managers over managing poor performance amongst staff by addressing these issues early by offering regular feedback and training where required to the affected employees.

We will also encourage and support managers over any bullying or harassment claims that are made by employees. We will offer support in helping managers identify mental health issues amongst the staff, including stress and anxiety. We will offer employee surveys that can help identify these issues at an early stage.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT



# Raising Awareness of Work-Related Stress\*\*

The nature and demands of the workplace have evolved significantly over the last 50 years. Perhaps now more than ever, work-related stress poses a recognisable threat to the health of workers.

Research has found that nearly two thirds (63%) of UK employees experience stress in their jobs. Stressed-out workers can be a major cost to companies due to absence and sick leave. Stress can also lead to a dip in an employee's productivity and level of engagement, meaning that they are not performing to their full potential. Looking after members of staff isn't just the right thing to do, it also makes good business sense.

## Additional Services: -

### Workplace Employee Surveys\*\*\*

We will provide all employees with an electronic employee survey. With this survey we will provide a deep understanding of human psychology and will highlight whether the employees are engaged (or not). The results of the survey will inform us areas are problematic and where we need to focus on to improve engagement and retention at organisation, team level and individual levels.

The survey will be organisation specific and will provide 16 top level questions with dynamic questions that dig deeper, it is deployed via email and takes 5 minutes to complete on mobile, tablet & desktop.

### Psychosocial Risk Assessment\*\*\*

Conducting a Psychosocial Risk Assessment will give you the opportunity to address and manage key stressors within the workplace, which in turn will allow your company to operate at its optimum.

We will deliver a staff survey with a full analysis of the feedback with recommendations over how these results can be used to increase employee satisfaction.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT



## 1-2-1 Employee Consultation/Support\*\*\*

Workplace stress does not just affect the individual but the organisation as a whole. Offering onsite/offsite employee support can help reduce absenteeism or duration of sick leave.

## Communication Skills\*\*\*

- Learn to adopt different communication styles based on circumstances.
- Express ideas assertively, confidently, and precisely.
- Ask the right questions for the right reasons.
- Avoid misunderstandings and overcome communication barriers. Ø Read and interpret body language

## Payroll Services\*\*\*

Properly tracking and reporting financial data is important for a variety of reasons. We will manage all your payroll, bonuses as required. We offer a range of payroll services to companies who employ people – we do the hard work for you.

We deliver a bespoke service based on your requirements. For a monthly fee, we can register you with HM Revenue and Customs and deal with any future correspondence, fill in forms and new legislation as well as prepare your wage slips for each employee. We can calculate the employer/employee National Insurance and organise PAYE and statutory payments and provide you with a report of the correct monthly PAYE/National Insurance to be paid to HMRC. We will complete your employer's annual year end return and prepare P14 and P60 forms online filing and manage a payroll bank account for you to pay employees, setting up of pension auto enrolment and HMRC direct. We will assist with the setting up of auto enrolment and administer monthly thereafter ensuring you are legally compliant.

## Mediation\*\*\*

We can provide a workplace-we can provide a mediation service to employees who are experiencing workplace difficulties.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT





## On-site Training\*\*\*

We will offer training sessions to your management team where required. We will offer our bespoke training sessions that cover the full range of Employment Law issues.

This includes the following courses: -

Absence Management	Capability
Conduct	Discipline
Discrimination	Employee Relations
Employment Tribunal	Mediation
Recruitment	Performance Management
Redundancy	Bullying & Harassment
Others on request	

We will visit your site to present these Employment Law training sessions to your chosen staff. One of our consultants will deliver the training in person at your premises.

## Training - Digital On-Line\*\*\*

You might think that one-on-one training would cost a fortune and be time-consuming to organise. Well, it isn't! Our tutor led interactive online training goes at precisely the pace required by each individual. This can be attempted at the individual's computer when they choose to complete the course. The individual receives a certificate once they have successfully completed the course.

These courses are an effective way of learning new skills or updating existing ones and are perfect for individuals or businesses looking to train their workforce check our e-learning packages here.

We can offer courses for Standard and Premium clients from £10.00 per course\*

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT



## Second Opinion Service\*\*\*

Do you have in house HR support? We can work in tandem with them to deal with the especially difficult cases where they can lean on our expertise to support your people. This allows them to get on with their day-to-day work.

## Health & Safety\*\*\*

We provide a broad range of health & safety support services. You can pick and choose, and we will develop a tailor-made package that fits your business requirements.

These services include: -

- An initial audit of your organisations Health and Safety Management Systems, Policies & Procedures, all in line with IOSH standards.
- Health & Safety Policies and Procedures.
- Risk Assessments:
- Safety Management Strategy. and
- Emergency Support.

You will be able to name us as your Health and Safety Advisor for your organisation's accreditation.

Also included in this package is ongoing access via email or telephone for Health and Safety advice at any time between 9:00 am and 5:00pm Monday to Friday from your dedicated Health and Safety Professional!

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# Executive Summary

LBJ Consultants is a full-service Human Resources and Employment Law provider, specialising in the provision of outsourced HR & Employment Law, Recruitment, Training, Employment Tribunal support and Payroll solutions to start up and growing SME companies. Our approach is a partnership arrangement, working as an extension of your company, we will be there to support you when you need us most.

This Human Resources services proposal includes details regarding the operational HR support that LBJ Consultants can offer alongside any associated service costs. This proposal includes two key sections Pay as you go services and ongoing contractual services. While pay as you go services are available to you on an as-needed basis, ongoing services are those that will be required on a daily, weekly, or monthly basis, and are covered under a flat-fee monthly contract retainer\*. There are no limits on the number of times that you can e-mail or call us.

Dealing with employment issues such as Legal Compliance, Absence and Performance Management, Dispute Resolution, Dismissals, T.U.P.E, Changes to Terms & Conditions and Employment Tribunal claims are very tricky, time consuming, and if not handled correctly, would be stressful and could be very costly to your business.

No matter how small or large your business, you are still required to follow both UK Employment Laws and UK best practice as defined by ACAS (The Advisory, Conciliation and Arbitration Service). Larger companies employ their own in-house HR department or their own full-time HR Manager, but for most small businesses this isn't possible.

All monthly contracts are for a twelve-month period with a one-month notice period to cancel by either party. You will be allocated a dedicated HR Consultant to work in partnership with you going forward with back-up support from our other two Consultants.

LBJ Consultants would be delighted to provide these services to you.

*Billy Muir*  
Director

Mobile 07375 097443 | [billy@lbjconsultants.co.uk](mailto:billy@lbjconsultants.co.uk)







## Basic Service Contract#.

Under our Basic Service contract our consultants will work with you and your team to ensure that we tailor and implement the right documentation to ensure compliance and suit the way you want to run your business. We will offer an audit of your existing documentation and amend as required. We will support you in both HR and Employment Law providing bespoke employment advice.

The Basic Service offers support up to the Acas conciliation, we will also support you at an Employment Tribunal where required\*.

- We will offer cover from Monday to Friday 9:00 to 17:00.
- General advice by e-mail response within 3 hours.
- General advice by Telephone response within 1 hour.
- Bespoke Documentation.
- Bespoke Letters.
- We will amend/create, as required, HR Policies, Bespoke Letters, Contracts of Employment and Job Descriptions.
- Employment Law Updates.
- We will provide a monthly Newsletter.
- E-learning courses from £40.00\* per course.
- Professional indemnity Insurance cover up to £5 million.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT







## Standard Service Contract#

Our Standard Service Contract includes all the benefits of our Basic service contract.

We will offer on-site training, 12 site visits per year are included in this package plus you will have a dedicated HR Consultant who will visit you on site where they will get to know your business and will work in partnership with you to help you resolve any issues that you may have. Our HR Management System is also included in this package.

- Basic service +.
- Cover 24/5 (Monday – Friday)
- Three-hour onsite response time.
- Up to 12 site visits.
- HR Management System
- Dedicated HR Consultant.
- On-site training.
- E-learning courses from £30.00\* per course.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT





## Premium Service Contract#

Our Premium Service Contract includes all the benefits of our Basic service contract.

We will offer 24 site visits per year are included in this package plus you will have a dedicated HR Consultant who will visit you on site where they will get to know your business and will work in partnership with you to help you resolve any issues that you may have.

Our HR Management System is also included in this package.

- Basic service +.
- Cover 24/7
- Three-hour onsite response time.
- Up to 24 site visits.
- HR Management System
- Dedicated HR Consultant.
- E-learning courses from £25.00\* per course.

**12 MONTH  
CONTRACT!**

All retainer monthly contracts are for a twelve-month period with a one-month notice period to cancel by either party.

You will be allocated a dedicated HR Consultant to work in partnership with you going forward with back-up support from our other two Consultants.

\* Additional charges apply    \*\* Included as part of Standard and Premium Services    \*\*\* Costs on request    # + VAT



# Pay as you go Pricing

- Remote support by telephone or e-mail £60.00# per hour (min charge 1 hour).
- On-Site support £100.00# per hour (min charge 2 hours).
- Advice via a letter £50.00# per letter.
- Individual employment policies £50.00# per policy.
- On-Site training full day £500.00#
- On-Site training half day £250.00#
- Digital e-learning courses from £50.00# per course.
- Second opinion service\*\*\*#.
- Employment Tribunal support £150.00# per hour (min charge 2 hours).
- We will amend/create, as required, HR Policies, Employment Contracts, Job Descriptions, and an Employee Handbook one off charge from £400.00#:
- Recruitment price on enquiry.
- Employee protection price on enquiry.
- Job Evaluation price on enquiry.

LBJ Consultants would be delighted to provide these services to you.

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