

HR/H&S Consultants

No	Company	Package	Annual Cost £
1	Worknest	Option 1 H&S Professional Package with Advice Option 2 H&S Lite Package with Employment Law (Advice Only) H&S Advisory Only	2,500+VAT 1,950+VAT 1,050+VAT
2	Crownford Group	Both packages (with a discount for taking both packages) – shall be at a cost of £230 plus VAT per month. This is payable via Direct Debit. The contract shall be for an initial 12 month period and drop onto a monthly rolling contract.	2,760 +VAT
3	Effective HRM	HR Package = £260 + vat pcm H&S Package = £150 + vat pcm Based upon 3 year contract.	4920 +VAT

WORKNEST

HR/H&S Consultants.

In order to keep costs down, I can provide you with the same costings as below but the flexibility of a general opt-out clause in Year 3 of the agreement. This means that, although the agreement is for a 5-year term, you may choose to exit the contract on the third anniversary without penalty, should your circumstances or requirements change.

In terms of payment, fees can be spread via a convenient monthly direct debit. The total annual cost is simply divided into 12 equal payments, with no additional charges or interest applied.

- **Option 1 – H&S Professional Package with Advice**

This option maintains the same level of support you've received over the past five years, but at a significantly reduced fee. It includes:

- Full Health & Safety support
- Employment Law advice
- 1 site visit per year

Annual Fee: £2,500.00 (+VAT)

Monthly Payment: £208 (+VAT)

- **Option 2 – H&S Lite Package with Employment Law (Advice Only)**

A more streamlined service, suitable if you require guidance but fewer proactive interventions:

- Remote Health & Safety advice and support
- Documentation guidance and templates
- Telephone and email support when required
- Employment Law advice included
- No site visits

Annual Fee: £1,950.00 (+VAT)

Monthly Payment: £162.50 (+VAT)

- **Option 3 – H&S Advisory Only**

A more streamlined service, suitable if you require guidance but fewer proactive interventions:

- Remote Health & Safety advice and support
- Documentation guidance and templates
- Telephone and email support when required

Annual Fee: £1,050.00 (+VAT)

Monthly Payment: £87.50 (+VAT)

Where Employment Law support is included, you will benefit from WorkNest's professional Employment Law service, which provides:

- Access to qualified Employment Law advisers via telephone and email
- Practical, commercial advice on HR issues such as disciplinaries, grievances, absence management and dismissals
- Support with drafting and reviewing employment documentation, including contracts, policies and letters
- Guidance to help ensure compliance with current UK employment legislation
- Updates on key legislative changes and best practice

This service is designed to give you confidence when managing employee matters, helping you reduce risk and handle situations correctly as they arise.

The H&S Lite package is designed to give you access to professional advice and support when you need it, while reducing costs by removing on-site visits. It still ensures you have guidance on compliance, documentation, and general Health & Safety queries.

In addition, all packages include access to our H&S online portal, which is designed to support you in managing your Health & Safety responsibilities more efficiently. The portal provides:

- A central hub for your Health & Safety documentation and records
- Access to templates, policies and risk assessment tools
- Step-by-step guidance to help you stay compliant
- The ability to track actions, responsibilities and progress
- Easy access to key resources and updates

This ensures that, regardless of the level of service you choose, you still have the tools and support available to effectively manage your Health & Safety requirements.

Please take some time to review the options and let me know which you feel best suits your needs going forward. I'd be happy to discuss any of these in more detail or tailor a package further if required.

The Crownford Group

Thank you for taking the time to speak to both Glyn and I this morning in regard to your HR & Health and Safety Requirements.

The Crownford Group is as an organisation that has over 30 years' experience and during this time, has become nationally recognised in providing excellent support and outsourcing solutions in the areas of Health and Safety, Human Resources, Employment Law, Quality, Environmental and Training.

We are an organisation that prides ourselves on customer service and we strive to exceed expectations. Our consultants are directly employed by us and we only employ those whom meet our qualification and experience criteria.

During our conversation you explained your requirements and therefore I am pleased to offer the following options for your consideration.

Human Resources

Off-site support (up to 12 hours per annum) all the below.

This is based on a 12-month contract which will then revert to a rolling monthly contract after the initial term has ended.

The HR package will include the chosen amount of hours above (offsite), this includes Email/Zoom/Telephone Advice for - HR Letters, Investigation Meetings, Long-Term Sick/Capability Meetings, Consultation Meetings, Redundancy Meetings, Legal Updates (Significant), Disciplinary Meetings, Grievance Meetings, Performance/Probation Reviews, Back to Work Meetings, Flexible Working Meetings, Appeal Meetings and Facilitating Appraisals, as well as share point access to your documents. We will also carry out a HR Audit with you, which will allow us to put in place an employee handbook and contract that is compliant with current legislation and shall be kept up to date with this legislation whilst you are under contract with ourselves.

Health & Safety

Off- site/ On-site (up to 12 hours per annum)

As part of your Health & Safety package you will be provided with a full policy manual that works to the scope of ISO 45001, assistance with risk assessments and any other on site issues you need assistance with such as accident investigations. Any issues can be discussed with your H&S consultant via telephone / teams, as well as site visits when necessary.

Both packages (with a discount for taking both packages) – shall be at a cost of £230 plus VAT per month. This is payable via Direct Debit.

The contract shall be for an initial 12 month period and drop onto a monthly rolling contract.

Magor with Undy Town Council HR and H&S Retained Support Proposal



24th April 2026

EffectiveHRM Limited
HR and H&S Support Proposal for
Magor with Undy Town Council

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EffectiveHRM Limited
12 Centre Court, Treforest Industrial Estate, Pontypridd, CF37 5YR

Telephone : 03300 414 589
Support Email : hr@effective-hrm.co.uk

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Your HR Support Package

Based on the information you have provided us, we would recommend the following HR support package:

Type of HR package:	HR Manager Retained Support
Number of Employees:	1-10 employees
Cost per Month:	£260 + VAT
Initial Period of Contract:	36 months

The quote is valid for a period of 30 days from the date stated.

Which services are included in each package	HR Helpdesk	HR Manager	HR Admin
Telephone, email and Teams/Zoom Advice	✓	✓	
Dedicated Member of the Team as Point of Contact		✓	✓
Access to our Document Library (300+ letters and document templates)	✓	✓	
Drafting of bespoke letters and other documents		✓	
Provision of compliant contracts and staff handbook		✓	
Annual Review of contracts and handbooks		✓	
Support and advice throughout dispute resolution processes	✓	✓	
Regular Newsletters	✓	✓	✓
Access to On-line training portal	✓	✓	
Recruitment and Selection Process Administration			✓
New Employee Process Administration		✓	✓
Drafting contract variation letters		✓	✓
Managing and updating HR system and records			✓
Incidental updating of HR system (where we have access)		✓	
Processing leavers including exit interviews			✓
Coordinating Occupational Health referrals (not advisory)		✓	✓

Return to work interviews			✓
Collation of HR Statistics (e.g. for Board meeting presentations)		✓	✓
Supporting Appraisal Process and Recording Outcomes			✓
Supporting with Holiday Management and Queries			✓
Holiday Calculations		✓	✓

2	Additional Services and costs
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Services Not Included:

- Undertaking Grievance and Disciplinary Process, including setting up meetings, hearing the matter, note taking and advising participants of the outcome (we can provide this support at an additional hourly rate)
- Bespoke contracts and handbooks, including policy wording changes and sector specific policies beyond our essential list of policies (provided as an additional project)
- HR Manager on-site or via video link for face-to-face meetings, hearings or consultations (we can provide this support at an additional hourly rate)
- Background checks, including references and DBS checks are not included in the retainers and we would charge additional fees for these services.

<ul style="list-style-type: none"> • HR assistance at your premises* • Meeting attendance (on-site* or via video call) • Undertaking Grievance and Disciplinary process 	from £175 + VAT per hour
HR admin support (see link for full breakdown of support offered): HR Administration Support - Effective HRM	£60 - £75 + VAT per hour
BreatheHR software subscription**	from £22 + VAT per month
DBS checks (depending on level of check)	from £46 + VAT per check
Reference checks	£25 + VAT per reference
Occupational health reports	from £275 + VAT (consultation + report)

* **On-site support** may be subject to mileage costs at £0.45p per mile and any other associated expenses (eg. parking fees, accommodation, etc.). Please see our T&C's for further clarification.

**BreatheHR subscription

We recommend the implementation of the BreatheHR management system for robust management of standard HR practices (holiday absence management, sickness absence management and disciplinaries) which will really assist with the development of the business.

The cloud HR management system is an easy-to-use web-based HR solution for you and your employees, designed specifically as a low budget solution to streamline HR admin for small and medium-sized businesses. You pay for a license based on the number of employees registered on the system per month only and there is no overcomplicated functionality.

For more information, please contact us or visit the BreatheHR website: www.breathehr.com

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Our HR service level agreement (SLA)

To help us to manage your expectations and for us to be able to handle the work in an efficient way, the below table has been devised to set out the timescales assigned to the priority levels.

	Low	Normal	High	Urgent
Priority description				
Severity of the query	Basic requests for template letters etc. that are not time sensitive or have a long timescale linked to them	Request for advice / assistance with processes / policies	Interruption to critical process / work or an issue that is time sensitive	Critical process / work is unable to continue or an issue that is very time sensitive
Urgency of response	An immediate resolution is not required	An immediate resolution is not required	An urgent resolution is required	Immediate resolutions are required
SLA				
95% must be responded to within...	8 hours	4 hours	2 hours	1 hour
And solved within...	3 - 5 days	2 days	24 hours	8 hours

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Your H&S Support Package

Type of support:	H&S remote support
Cost per Month:	£150 + VAT
Initial Period of Contract:	36 months

What is included:

A new retainer typically starts with a site visit for an audit and review of documentation and the workplace. This is the opportunity to us both to understand together the current position of the

organisation with regard to Health and Safety policy, documentation and operations management. The outcome of the audit and review will be a Health and Safety Policy document and a work plan to outline how the organisation can achieve compliance with the Health and Safety Policy and existing legislation.

During the retainer period, we are available during office hours to respond to any number of telephone and e-mail questions you may have regarding Health and Safety. Typically we work together with you to tackle the work plan identified at audit and review stage, with specific support and assistance provided as questions or issues arise.

We have a bank of templated documents that we can offer to cover your policy and operational needs. We will support and assist you with any questions or issues that arise in their production and will review completed documentation if required.

We actively encourage our clients to keep us abreast of any visits or correspondence from HSE or other relevant bodies, as well as any major accidents that occur across the organisation. We will provide support and assistance as required in the investigation of any major accidents and in any dealings with HSE.

We can act as your competent person under the Management of Health and Safety at Work Regulations (1999). This can offer an advantage to the client when dealing with the HSE or other bodies, as well as accreditation bodies when tendering for work. It also provides peace of mind that the client has somebody with the appropriate skills, knowledge and experience of Health and Safety to provide the support and advice needed.

This scope is summarised in the table below:

	H&S Remote Support
Audit / review per year	✓
Access to telephone and email advice line	✓
Provision of legal and best practice updates	✓
Access to toolkits (documents, checklists, forms)	✓
Support with the completion of accreditation documentation (e.g. CHAS, Constructionline, SSIP)	✓
Support for accident investigation and liaison with HSE	✓
Confirmation of our position as Competent Person under the Management of Health and Safety at Work Regulations 1999	✓
Any additional work required identified in workplan or outside the scope of the retainer	£600 + VAT per day

* **On-site support** may be subject to mileage costs at £0.45p per mile and any other associated expenses (eg. parking fees, accommodation, etc.). Please see our T&C's for further clarification.

We can also offer the following at an additional cost:

- Production of specific Risk Assessments, COSHH Assessments, DSEAR Assessments, Fire Risk Assessments, First Aid Needs Assessments.
- Asbestos Surveys
- Training or provision of unaccredited or accredited courses

- Health and Safety Advisor attendance on site other than at audit/review as noted in Section 1.
- Any other additional H&S services not listed above.

5	Our H&S service level agreement (SLA)
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To help us to manage your expectations and for us to be able to handle the work in an efficient way, the below table has been devised to set out the timescales assigned to the priority levels.

Priority description				
Severity of the query	Basic requests for template letters etc. that are not time sensitive or have a long timescale linked to them	Request for advice / assistance with processes / policies	Interruption to critical process / work or an issue that is time sensitive	Critical process / work is unable to continue or an issue that is very time sensitive
Urgency of response	An immediate resolution is not required	An immediate resolution is not required	An urgent resolution is required	Immediate resolutions are required
SLA				
95% must initially be responded to within...	24 hours	8 hours	2 hours	1 hour
Priority Levels				
Low	Normal	High	Urgent	
<ul style="list-style-type: none"> • Any health & safety document templates. • Amendments to a health and safety policy outside of the annual review. 	<ul style="list-style-type: none"> • Assistance with SSiP accreditations • Assistance with the compilation of risk assessments, COSHH assessments, method statements. • Support for investigation into non reportable accidents. 	<ul style="list-style-type: none"> • Support for visit or inspection by the regulator to the business. • Support for RIDDOR reports. • Support for investigation into reportable accidents. 	<ul style="list-style-type: none"> • Support due to serious accident, injury or fatality in the workplace. 	

6	Notice of appointment
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By completing this notice of appointment, the client confirms the appointment of EffectiveHRM to provide the following service (*please choose options as required*):

	1. HR retained support @ £260 + VAT per month
	2. H&S retained support @ £150 + VAT per month
	3. BreatheHR trial

CLIENT NAME:

Magor with Undy Town Council

DATED:24th April 2026

We, the client, accept the above dated proposal and agree to the conditions and limitations identified in this proposal and in the attached terms and conditions.

CLIENT DETAILS AND SIGNATURE

Company address: Council office, 3 Salisbury House, Magor Square, Caldicot, NP26 3HY

Telephone number: 01633 882842

Mobile number:

Email address: MagorOffice.Admin@office.magorundy.org.uk

Authorised signature:

Date:

Print name: William S Lewis

Position in company: Clerk to the Council

Accounts contact:

Accounts email: