

wurkplace

Case Study:



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**Saltney Town Council
Mold Town Hall**



Saltney Town Council and Mold Town Hall are both branches of Flintshire County Council, with Saltney also liaising with Cheshire West.

It is in their best interest to outsource to a single supplier, so we provided all our HR, Health & Safety, and Payroll services.

THE PROBLEM

Each required support with a myriad of different HR, Health & Safety, and Payroll issues. These includes HR Policies, Practices, Employment Contracts, Handbooks, Risk and COSHH Assessments, Payroll, and Bookkeeping.

THE SOLUTION

Like with all our clients, we offered our full support every day of the week over the phone and email. A dedicated member of our HR staff worked directly with members of staff to combat day to day HR, Health & Safety, and Payroll issues, and made sure that they were running smoothly and safely.

THE RESULT

The support we gave took the weight off of their shoulders and ensured that they were always kept up to date, with our methodology and reasoning clearly explained and laid out.

With an original contract of 3 years, Saltney Town Council dediced to extend for a further 3 years.

FIGURES

2 Locations

3+ Audits over 3 years

200+ Calls to Our help desk

3+ Action Plans

20+ Meetings with Managers

3+ Risk Assessments

3+ COSHH Assessments

Audit

As with all our clients, we performed a comprehensive audit of their HR, Health & Safety and Payroll Practices.

The audit included investigating their current:

- Handbooks
- Policies
- Contracts
- Learning & Development
- Health & Safety Procedures

We identified any weaknesses, and outlined fixes in our Action Plan.

Advise

Once we completed our full audit, we provided them with an Action Plan on how to improve their practices.

This Action plan was used by our consultant to inform and enable us to improve their HR and Health & Safety on their behalf, or inform and train their staff to reach autonomy.

We were on hand with unlimited email and phone support, as well as with on site visits.

Action

Once the Action Plan was established, we moved to embed best practices tailored to their structure.

This service included:

Bespoke One-to-ones

Meetings with Heads of Staff

Numerous training sessions.

We tailored our service to best suit their needs, providing both actionable advice and restructuring their practices ourselves.