

## Case Study:







Chester



**Literacy Counts is an Education Consultancy and Training Provider based in Chester. They aid teachers and class leaders in English Education.**

**As they are a national provider, they need ongoing HR support. That's what we're here for.**



# THE PROBLEM

Literacy Counts required support with a myriad of different HR issues. These includes HR Policies, Practices, Employment Contracts, Handbooks, One-to-ones, and Appraisals. To help them required Workplace to understand and assess the school operations structure.

# THE SOLUTION

Like with all our clients, we offered our full HR support every day of the week over the phone and email. A dedicated member of our HR staff worked directly with the management and heads of staff to combat day to day HR issues, and make sure that they were up to date and running smoothly.

# THE RESULT

The support we gave took the weight of ever-changing employment legislation off their shoulders and ensured that they were always kept up to date. We helped identify risks in their procedures and ammended them accordingly.

## FIGURES

**20+** Employee Handbooks

**20+** Employee Contracts

**2** Audits over 2 years.

**100+** Calls to Our help desk.

**12+** Legal Updates

# Audit

As with all our clients, we performed a comprehensive audit of their HR Practices.

The audit included investigating their company:

Handbooks

Policies

Contracts

Learning & Development

We identified any weaknesses, and outlined ways to fix them in our tailored 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 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 performing on site visits.

# Action

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

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 HR practices ourselves.