

'Making a Mark'

Mark Holder Social Impact Declaration

Roots HR CIC

Roots HR is the UK's leading independent HR and Health & Safety consultancy for social sector employers. We enable organisations to improve performance and sustainability through better people management whilst ensuring compliance with employment law.



Our fully qualified consultants provide human resources and health and safety services to social sector organisations of any size, to either support existing in house expertise or capacity, or to provide where this is not available.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **Roots HR** is Making a Mark, striving to create a positive impact on people and planet.

Human resources for social sector employers

We provide a range of HR consultancy services, designed and tailored to the social sector. These are designed and priced to attract and be affordable to small social sector employers (rather than to maximise profit).

We seek to transfer knowledge, promote learning, increase independence of thought and action, to maximise client resources for frontline service delivery.

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We also support and develop ever-improving people management in the social economy. For example, we offer 1 hour of free HR consultancy service for any social sector organisation or person considering setting up such an organisation. We have also entered into a partnership with NCVO to deliver their 1 hour per month HR Advice Line free to their members, primarily very small and developing social sector organisations.

Key measures of services provided

- **90** social sector organisations developed their people management practice and/or resolved workforce problems through engaging Roots HR on a fee paying basis
- We increased new client growth from 37 in 2015-16 to **39** this year and **51** former clients returned
- **82** NCVO member organisations contacted us for advice in the first 6 months of our partnership with NCVO from 1st October 2016 – 31st March 2017. **56** hours of HR advice and support were delivered to this group
- We increased the number of 1 hour free vouchers delivered - **47** organisations in 2016-17 (increased from 22 in 2015-16) could assess for free the risks and options associated with a proposed course of action in relation to employing people in their organisations. **19** of these organisations then converted to becoming fee paying clients

Example outcomes of services provided

- 96.97% of survey respondents rated our service via the NCVO partnership as *“Great, I got everything I wanted”*
- Feedback from delegates on free courses during 2016:
 - Recruitment and Selection course delegates showed an increased understanding after the course of almost 33%
 - Equality and Diversity course delegates showed an increased understanding after the course of almost 40%
 - Essential HR course delegates showed an increased understanding after the course of almost 50%

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