

'Making a Mark'

Mark Holder Social Impact Declaration

Roots HR CIC

Roots HR is a specialist consultancy for human resources for the social sector. We are the only HR consultancy in the UK to use our trading surpluses to provide pro bono (free) HR services and learning and development to leaders and managers working in social sector.



We enable organisations to continually improve performance and sustainability through better people management, whilst ensuring an understanding of and compliance with employment legislation.

We are also the only HR consultancy to guarantee that our consultants are all fully qualified professionals with extensive social sector experience. This means the services we provide are tailored to the needs of our clients and aligned to their respective cultures.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to answer a set of social impact questions, 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.

Tailored HR services for social sector employers

We aim to ensure social sector employers have an accessible, timely HR services to enable them to best respond to external and internal forces whenever required.

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Our services are designed with stakeholder input, to meet stakeholder needs, and are not primarily driven by profit or shareholder return. This means that our services are tailored to the values and needs of small social sector employers and their workforces and that they are high quality yet affordable. In addition, our approach to risk management enables the employer to consider risk as a spectrum and to accept a level of risk based on their assessment of the case.

Providing pro-bono HR services

We provide a range of pro bono products and services, including:

- 1-hour free access to the COMPLY advice line for all social sector employers
- We also extended this for social sector employers with income of under £50k pa to receive 1 hour of free advice per month through the furlough grant period
- We deliver free or subsidised training to the social sector
- From March 2020, in immediate response to the COVID-19 pandemic, we moved overnight to a model of working from home and implemented a series of free webinars for its client group and for other infrastructure groups in the social sector

Measures of social impact created

For the 2019/20 financial year, the value of our social impact was more than £7,000, amounting to 21.9% of profit. This included:

- Delivering 34 hours of free advice to 45 social sector organisations under the NCVO HR Advice Line, Roots HR Advice Line and our Roots HR 1-hour free scheme
- Designing and delivering 4 free training courses to 40 students and representative of 18 membership organisations
- Conducting 1 free HR Healthcheck
- Delivering 8 hours of free documentation services
- Designing and delivering 2 free webinars

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