



SOCIAL IMPACT REPORT 2022/23



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*Roots HR's vision,
mission and social
purpose*

Established in 2009, Roots HR CIC's vision is to improve social sector outcomes through better people management.

We seek to achieve this through our mission of providing high-quality, practical and affordable human resources services on a greater-than-profit basis tailored to social sector organisations.

As a social enterprise, our social purpose is to improve the management of people within social sector workforces through the provision of our HR services and via development opportunities for their leaders and managers.

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Roots HR's values

As Roots HR:

- ✔ We pride ourselves on building trusted partnerships. We put our clients' interests at the heart of what we do and use our extensive HR and social sector experience to provide expert, pragmatic and value-adding advice and support.
- ✔ We operate with integrity, transparency and fairness for all, and are trusted by our clients and social sector partners.
- ✔ We create an environment of mutual respect, and we pull together to support each other when needed.
- ✔ We act as an ethical employer with a social conscience, modelling compassionate and inclusive leadership, and the best in people management.



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Client work



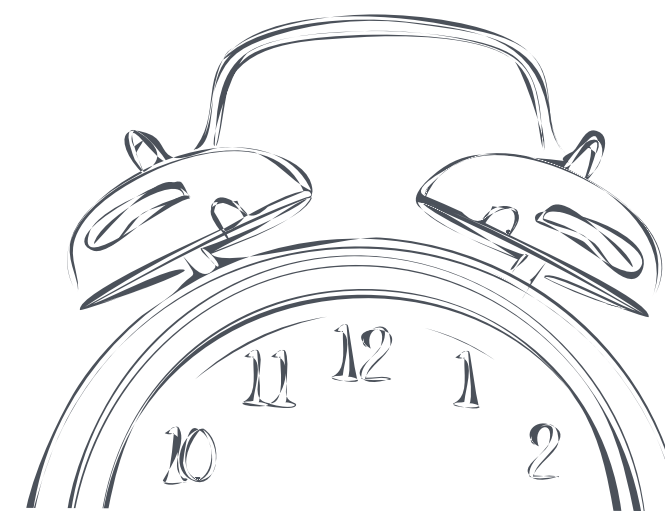
4,658 hours

During the financial year 1st April '22 to 31st March '23 we delivered **4,658 hours** of HR consultancy to **207 clients** within the social sector; allowing us to transfer knowledge, promote learning and improve people management within the sector, maximising client resources for frontline service delivery.



"Knowledgeable, friendly and reliable service with access to a range of tools and templates. Prepared to take time to really understand the nuance of our organisation and the challenges faced. Working with us throughout to find practical and ethical solutions to a range of HR issues."

Steve - Review from Trustpilot





COMPLY
our HR advice service

PERFORM
our HR consultancy and project management service

GROW
our HR learning and development service

This consultancy was delivered through our range of employer-led HR services:

Click the titles to access the service page.

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*Our social
purpose in action*



£6,286 worth of free HR consultancy



"Roots HR understood exactly where we are as a non-profit and where we are wanting to go. They were able to advise on how we might approach a restructure of our HR function."

Recipient of the 1 hour free voucher

Delivered **63.5 hours** of free HR consultancy to 94 social sector employers via our [1-hour free voucher](#), to the value of **£6,286.50**.

Our HR consultants provided the sector with [12 blogs](#) and [quarterly employment newsletters](#) on topics such as:

- ✓ April 2022 statutory rates;
- ✓ Right to work in the UK checks;
- ✓ Mental wellbeing in the workplace;
- ✓ Supporting employees through the cost of living crisis;
- ✓ The benefits of using an HR information system;
- ✓ Guidance on topics such as discrimination, banter, holiday pay, flexible working, employment contracts, social media – and much more!

Issued 4554 HR
Toolkits with a
retail value of
£1,361,646



"As a small charity, we don't have a HR team or a large budget to pay for HR support. The toolkits are really user-friendly and helpful. They have everything you need to provide a quality environment for your staff."

Toolkit review

Developed and published the remaining 4 free [HR toolkits](#) (from a series of 12) on:

- ✓ Managing Underperformance;
- ✓ Managing Sickness Absence;
- ✓ Managing Leavers;
- ✓ Personnel Files.

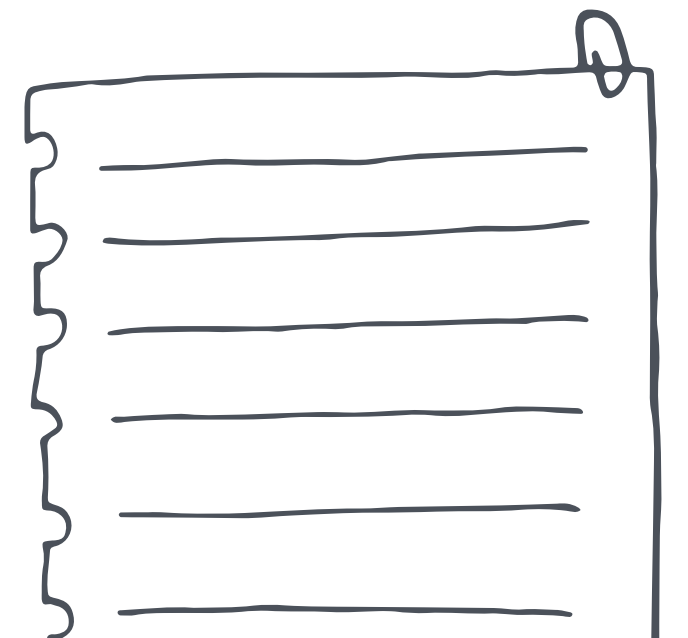
Each toolkit is jam-packed full of useful guidance, templates, tools and training webinars to support social sector organisations.

In total **4554 Toolkits**, with a retail value of **£1,361,646** were requested by social sector employers between 1st April '22 and 31st March '23.

Portfolio of 27 free HR Factsheets

Updated our portfolio of 27 free [HR Factsheets](#) on a range of topics including:

- ✓ Terms and conditions of employment;
- ✓ Starting to employ a workforce;
- ✓ TUPE;
- ✓ Minimum redundancy process;
- ✓ Employee engagement ;
- ✓ Employee wellbeing;
- ✓ Flexible working;
- ✓ Sickness absence.



Developed and delivered an 8-week HR training programme for line managers in the social sector

In '22 - '23 we were delighted to run a pilot of our new, modular **HR for social sector line managers virtual training programme**.

15 delegates attended an 8-week modular programme covering topics such as:

- ✔ Recruitment and selection;
- ✔ Onboarding & induction;
- ✔ Performance management;
- ✔ Wellbeing and inclusion;
- ✔ Managing change;
- ✔ Managing absence;
- ✔ Developing your team;
- ✔ Managing hybrid / virtual teams.

This offering has a retail value of £1,495 + VAT per delegate and took over **80 consultancy hours** to develop and deliver.

13 webinars
delivered to
274 delegates

In addition, we delivered **13 webinars**, including some via partner organisations such as Social Enterprise UK and Lloyds Bank Foundation to **274 delegates** on topics such as:

- ✓ Dealing with contentious employment matters;
- ✓ HR basics;
- ✓ Inclusive recruitment;
- ✓ Menopause at work;
- ✓ Mental health at work;
- ✓ Performance management;
- ✓ Recruiting and retaining staff in a buoyant recruitment market.



"It really covered the core elements for what SME's can do to support Mental Health in the workplace."

Webinar: MentalHealth at Work



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What our clients say

"I think it is important that as well as raising awareness we are also up-skilled in supporting the workforce - so toolkits and templates are really useful."

Webinar: The Menopause and Work

"Roots HR understood exactly where we are as a non-profit and where we are wanting to go. They were able to advise on how we might approach a restructure of our HR function."

1-hour Free HR Consultancy

"These toolkits are easy to understand and vital to small charities where the CEO has to undertake all the tasks and needs help and support with some issues - thank you so much."

Toolkit

"These tools are really handy for a small organisation which does not have regular access to an HR company and need to reaffirm we are doing things correctly. Templates to hand are useful so we do not need to keep researching online."

Toolkit



"Everything is clear and concise - all in one place and you can choose what you exactly need. The guidance given is very good and the team at Roots HR are so helpful. This is such a good thing to have especially for smaller charities that could struggle without these toolkits. Thank you."

Toolkit

"2nd time using this service.
Helpful advice and lovely people!"

1-hour Free HR Consultancy

"The conversations gave us more clarity on what we needed to do moving forwards."

1-hour Free HR Consultancy

"Clear advice on moving forward with recruitment in a safe way."

1-hour Free HR Consultancy

"A simple process and very friendly team."

1-hour Free HR Consultancy

"These toolkits are comprehensive and easy to follow, give me everything I need and save a headache trying to search for the answers - this toolkit is the answer to my prayers."

Toolkit

"As a small charity, we don't have a HR team or a large budget to pay for HR support. The toolkits are really user-friendly and helpful. They have everything you need to provide a quality environment for your staff."

Toolkit

"They contain lots of relevant information all in one place."

Toolkit

"Very, very helpful - I don't think what is offered is available anywhere else - completely appropriate for us as a small charity."

Toolkit

"They have clear answers and give good structure to ease some complex situations."

Toolkit



[Click to see more reviews.](#)

ROOTS HR Human Resources for Social Sector Employers



Contact us for expert HR services for charities and non-profits.

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