



# SOCIAL IMPACT REPORT 2024/25





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

Roots HR CIC, established in 2009, aims 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 purpose is to **improve people management in the social sector**. We do this by providing HR consultancy services and learning and development to leaders and managers through the Roots HR Academy.



"The team at Roots are always absolute professionals; offering advice and support sympathetically, calmly and objectively. I always welcome their ability to offer pragmatic solutions whilst allowing us to move forward feeling confident in our decision-making. They have helped us through some very difficult processes and have guided us through some tricky situations with firm and fair advice. I would not hesitate to recommend them."



**5,254 consultancy  
hours** for 234 social  
sector clients

From April 1, 2024, to March 31, 2025, we provided **5,254** hours of HR consultancy to **234 social sector clients**. This helped us share knowledge, promote learning, and improve people management, maximising resources for frontline services.

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

## COMPLY

HR Advice and Support

## PERFORM

HR Project Management

## GROW

HR Learning and  
Development



*Click the titles to access the service page.*

Free HR  
Support valued  
over £903,761

With the profits from the 2023/2024 financial year and in-year, we funded free HR support worth **£903,761**. This was delivered as:

- ✓ Free HR Consultancy
- ✓ Learning and development



We delivered **90 hours** of free HR consultancy to **135 social sector employers** via our 1-hour free voucher.

To celebrate **Social Enterprise Day 2024**, we gave away **12 hours of free HR support** to 3 social enterprises.

We provided free HR support to sector infrastructure bodies.

As part of Volunteers Week, we issued **199 Managing Volunteers Toolkits**, including guidance, a template Volunteer Agreement and up to 1 hour of free HR support to help with implementation.



During Small Charity Week 2024, we gave **16 hours of free HR support to 4 small charities** in the sport, young adult, and drug and alcohol sectors. These charities rated our support as 'Excellent' and would recommend it to others.





"Roots HR are absolute excellent!  
Professional, personable. They are experts  
who are able to give nuanced advice and a  
huge depth of support. Would highly  
recommend!"



# Free HR Factsheets

We developed and published a new Factsheet on Board Level Dispute Resolution and updated our remaining 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

# 19 blogs and Employment Law Bulletins

Our HR consultants provided the sector with **19 blogs and Employment Law Bulletins** on topics such as building resilience, supporting carers in the workplace, employment law changes, race equality and harassment.

We introduce our key theme of **Thriving at Work** in January 2025. By focusing on fostering a thriving workforce, social sector employers can unlock transformative benefits that ripple across their operation, stakeholders, and the communities they work with or within. Many of our blogs, webinars and documentation support throughout 2025 and beyond will centre on Thriving at Work.

**THRIVING  
AT WORK**



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



Issued 2,474  
**HR Toolkits** with  
a retail value of  
£739,726

We were delighted to giveaway **2,474** free HR toolkits on topics including recruitment, selection, induction, wellbeing, pay and benefits, managing sickness absence and managing performance. Each toolkit is jam-packed full of useful guidance, templates, tools and training webinars to support social sector organisations.



*We are currently updating our Toolkits, so please do feel free to request updated versions from our website!*

Delivered L&D  
worth £103,896



Through the **Roots HR Academy** we delivered learning and development **worth £103,896**. We are very proud to have delivered free learning and development to **597 delegates** via the Roots HR Academy in 2024/2025

# Delivered an 8-week **HR training** programme to 15 line managers in the social sector

We were delighted to take **15 line managers** through our hugely popular 8-week, **modular HR for social sector line managers virtual training programme**, with development on topics such as:

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

In February 2025 we reopened applications for the programme and now have a robust waiting list beyond the courses we have scheduled in '25-'26.

Keep an eye on [our website](#) for any information as to when we may reopen applications again!

Delegates were asked to rate their understanding of good practice in people management prior to and after completion of the programme, using a scale of 1 – 5 where 1 is “no understanding” and 5 is “an excellent understanding”.

Through the programme **delegates moved from an average of 3.5 prior to the programme to 4.7** after the programme. An impressive increase of 1.2!





“I enjoyed every minute of this programme. We received lots of useful information, and it was great to connect with other managers from small non-profits which is a very special environment (not only different to private or public sector but also different to large non-profits.)”

“There was practical examples of all topics so it was easier to see where they could be fitted into my practice and management of my team.”

“The course gave me resources and information of how to manage people better that I didn't know/have before.”

“I really enjoyed the sessions - it was great to listen to others and realise that we're all going through similar issues - made me feel like I wasn't alone. Although I knew a lot of the content, I think the affirmation that everything I am doing is right was very important. Thank you!”

“The professionals delivering the topics were all incredibly knowledgeable and professional but also made it feel like a comfortable space to ask questions, explore the topics and seek guidance for individual circumstances.”



[Click to see more reviews.](#)



As part of **Trustees Week**, we delivered a **HR governance session for Trustees to 115 delegates**. The session included guidance on an HR framework for charities, and updates on the Employment Rights Bill.



“I was looking for an overview about Governance and HR in relation to Trustee responsibilities in the charity sector and this webinar fulfilled my objectives.”

“Ideally aimed at relevant sector, applicable to my Trusteeship. Delivered at a good pace and good use of polls and q's. Great Webinar.”

“Really informative from both an exec and non-exec perspective so able to see both angles and understand both requirements.”

“It was reassuring to hear processes we have in place are in line with the information given in the Governance and HR Frameworks sections. The impacts on the Employments Rights Bill was particularly useful.”

“I arrived with few expectations and was delighted to learn so much - thank you!”

Delivered  
**webinars** to  
414 attendees

During the year Roots HR delivered **webinars** to **414** attendees on:

- ✓ Essential HR for small charities – delivered as part of Small Charity Week 2024
- ✓ Managing small scale redundancies
- ✓ Unconscious bias in interviewing
- ✓ Having mental health conversations at work
- ✓ Legal updates, including the Employment Rights Bill

If you weren't able to join these webinars live, they are all available to watch on-demand via our website!

In addition, we delivered **9 webinars** via partner organisations including NCVO, SEUK and Pioneers Post to **168** delegates on topics such as:

- ✓ Handling grievances
- ✓ Managing Trustee conflicts
- ✓ Employment law updates
- ✓ Being a good social sector employer



“I was not aware of the changes coming up in April before this.”

*Changes to employment law and practices in 2024*

“My knowledge is zero and this really did enlighten me.”

*Managing Sickness Absence*

“Very clear and concise, enough information without it being overwhelming”

*Avoiding Unconscious Bias in Interviewing*

“I found the information to be presented in a clear, non-jargon way, both verbally explained well and in the slides. Loved the calculator because holiday is often complex to deal with. Really grateful and please send my thanks to all involved.”

*Changes to employment law and practices in 2024*

“The presentation style was great, and the presenters were extremely knowledgeable.”

*Managing Sickness Absence*



 [Click to see more reviews.](#)

2024/2025 year has been a fantastic year for Roots HR CIC, marked by impactful initiatives. Our **free HR support**, valued at **£903,761**, has been instrumental in improving people management in the social sector and the Roots HR Academy has played a pivotal role in delivering learning and development and improving delegates' understanding of good people management practices.

As we look forward, the team remains dedicated to our mission of improving people management in the social sector. Our focus on the "Thriving at Work" theme will continue to guide our efforts, ensuring that social sector employers can unlock transformative benefits for their workforce and the communities they work within.





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

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