



SOCIAL IMPACT REPORT 2025/26



Roots HR's vision, mission and social purpose

Since 2009, Roots HR CIC has existed to strengthen the social sector by helping organisations manage, support and develop their people well. Our mission is to provide high quality, practical and affordable HR services on a greater-than-profit basis, tailored specifically to the needs of charities, social enterprises and other social sector organisations.

As a social enterprise, our purpose is simple: to improve people management across the social sector so that organisations can create better outcomes for the communities they serve. We do this through specialist HR consultancy and through learning and development delivered by the Roots HR Academy.

Our 2025/2026 impact at a glance



5,754
consultancy
hours for 250
social sector
clients

Between 1 April 2025 and 31 March 2026, we delivered **5,754 hours** of HR consultancy to **250 social sector clients**. Every hour helped to share knowledge, build confidence, promote learning and strengthen people management – enabling organisations to make the best possible use of their resources for frontline services.

This support was delivered through our
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 £825,693

Using profits generated in 2024/2025 and during the year, we reinvested in the sector by funding free HR support worth **£825,693**. This was delivered through two main routes:

- ✓ Free HR Consultancy
- ✓ Learning and development



Free HR consultancy

Our free HR consultancy, valued at over **£749,418**, reached organisations in a range of practical and accessible ways:

- Delivered **115 hours of free HR consultancy to 150 social sector employers** through our 1-hour free voucher.
- Marked **Small Charity Week 2025** by giving **4 hours** of free HR support to a small charity in the health and social care sector.



● Celebrated **Social Enterprise Day 2025** by giving a free Essential HR Policy Pack to **20 social enterprises**.

● Provided free HR support to sector infrastructure bodies, helping them to support the wider voluntary and community sector.

● Supported **Volunteers Week** by issuing **218 Managing Volunteers Toolkits**, including guidance, a template Volunteer Agreement and up to 1 hour of free HR support to help organisations put the toolkit into practice.





Free HR Factsheets

We also strengthened our free online resource library by developing and publishing a new factsheet, Governance and HR: Key Facts for Trustees and Non-Executive Directors (NEDs) and updating our remaining portfolio of 28 free **HR Factsheets** which cover practical topics including:

- ✓ Starting to employ a workforce
- ✓ Minimum redundancy process
- ✓ Employee wellbeing
- ✓ Flexible working

26 blogs and Employment Law Bulletins

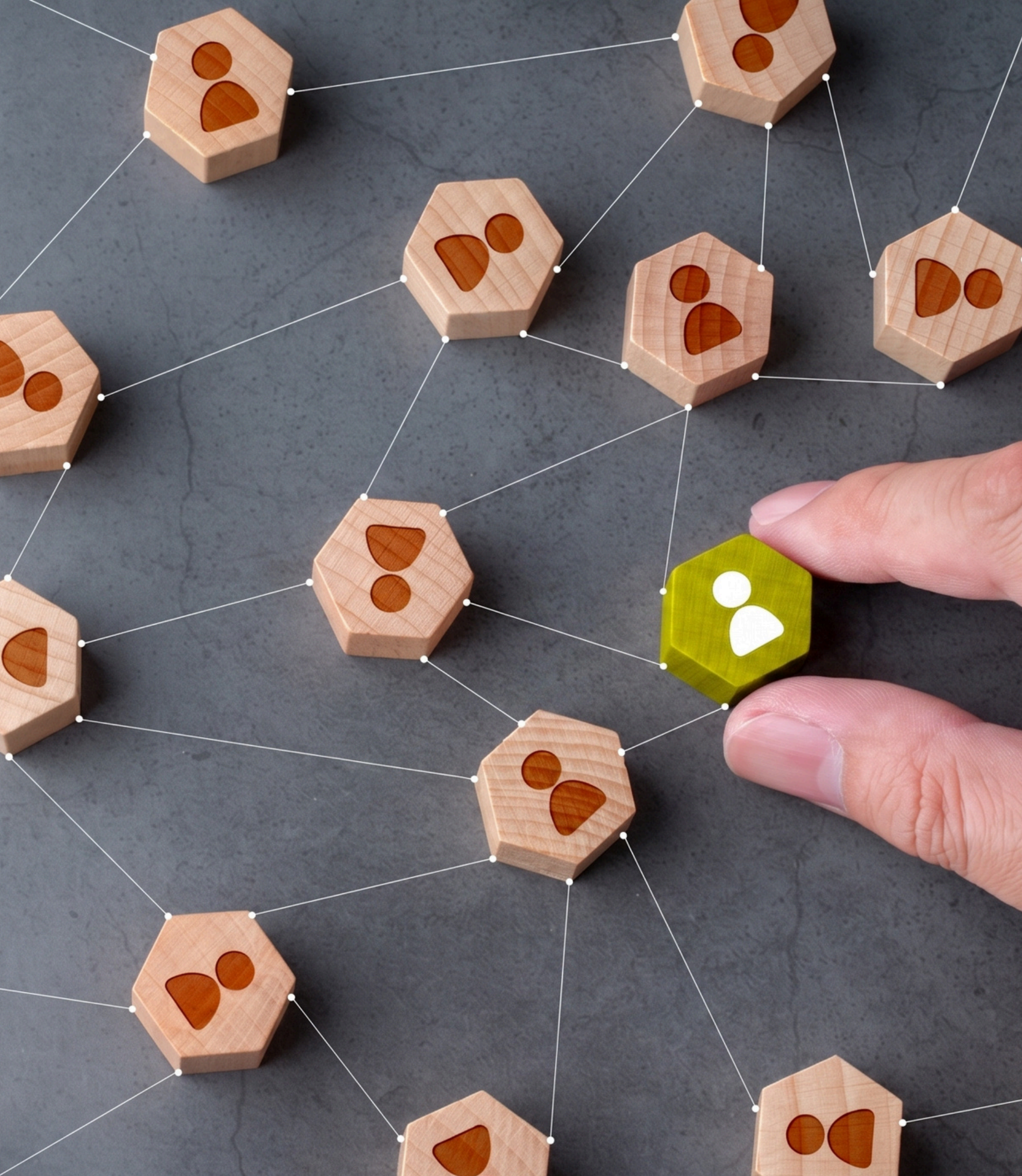
Our expert HR consultants also shared timely insight and guidance through **26 blogs and Employment Law Bulletins** on issues that matter to social sector employers, including hybrid working, mental health at work, supporting employees with disabilities in the workplace, TUPE and supporting neurodiversity.

Issued 2,082
HR Toolkits with
a retail value of
£622,518

During the year, we were delighted to give away **2,082 free HR toolkits** on topics including recruitment, selection, induction, wellbeing, pay and benefits, managing sickness absence and managing performance.

Each toolkit is packed with practical guidance, templates, tools and training webinars to help social sector organisations put good people management into action.

The feedback showed the value of these resources: 100% of survey respondents rated Roots HR's Toolkit(s) positively, selecting **"They're great, it's got everything I need"** in response to the question, **"How would you rate Roots HR's Toolkit(s)?"**.



We established **new partnerships** including with Voluntary Action Leicestershire and Community First Yorkshire, expanding our reach across the voluntary and community sector. Through these partnerships, members can access discounted HR consultancy services and free webinars, increasing access to expert support and helping organisations build their capability.





Learning and development through the Roots HR Academy

Through the Roots HR Academy, we were proud to provide free learning and development to **548 delegates** in 2025/2026, worth **£76,275**, helping managers and leaders build confidence in good people management practice.

We supported **45 line managers** through our popular modular **HR for social sector line managers virtual training programme**, developing their knowledge and skills across topics such as:

- ✓ Recruitment and selection
- ✓ Onboarding, probation & induction
- ✓ Performance management
- ✓ Wellbeing
- ✓ Equality, diversity and inclusion
- ✓ Having difficult conversations
- ✓ Developing your team



Delegates rated their understanding of good practice in people management before and after completing the programme, using a scale of 1 to 5, where 1 was “no understanding” and 5 was “an excellent understanding”. Average understanding increased from 3.6 before the programme to 4.7 afterwards – an impressive increase of **over 20%**.



Feedback from delegates included:

15



“Each module was very well delivered by a variety of HR professionals. The structure of each module was clear and there were opportunities for participation throughout.”

“The course was comprehensive, accessible and trustworthy.”

“There was some really good content ... it went into enough depth and gave me some really useful information and ideas.”

“The course helped me to understand key aspects of people management, from recruitment through probation to employment. I have a better knowledge of what tools to have in place and how to approach conversations. I feel more confident which will help me support our employees.”

“This has definitely given me more management skills and more confidence to implement.”



 [Click to see more reviews.](#)



We also delivered webinars to **399 attendees** during the year, making practical HR guidance available to a wider audience. Topics included:

- ✓ Essential HR for small charities, delivered as part of Small Charity Week 2025
- ✓ How to manage annual leave during the summer holidays
- ✓ Legal updates, including the Employment Rights Act in September 2025 and March 2026



“I thought it excellent (and I've been FCIPD for over 20 years).
Thank you so much.”

“This is the first Roots HR
webinar I have attended and it
was great to have something
tailored to the social sector.”

“Thought the session was very
useful and practical.”

“This was very clearly presented
and informative for a relative
novice like me.”

“Excellent session, thank you
for delivering this as a free
resource.”

“An excellent use of an hour!
Information delivered
concisely, logically and with
guidance on implications.”



 [Click to see more reviews.](#)



- ✓ Delegates rated the **delivery of the session** an average of **9.29 out of 10**, where 1 represented very poor and 10 represented outstanding.
- ✓ Delegates rated the **content of the session** an average of **9.24 out of 10**, on the same scale.
- ✓ Delegates rated the extent to which their **learning would benefit their organisation** an average of **9.12 out of 10**, where 1 represented not at all and 10 represented a great deal.



For anyone unable to attend live, all webinars remain available to watch on demand via our [website](#).



During 2025/2026, we were very pleased to further develop our partnership with the School for Social Entrepreneurs (SSE), contributing specialist HR expertise to three of its programmes. We delivered three practical sessions to 50 social entrepreneurs and charity leaders, providing accessible guidance, tools and resources to help participants strengthen people management within their organisations.

Participants' self-assessed confidence in people management increased by up to 16 percentage points. Feedback showed practical improvements in recruitment, employee wellbeing, performance management, communication and wider HR practice. One participant used the learning to manage two live people issues more confidently, leading to improved team communication and a supportive experience for a prospective employee.

“I referred back to the advice from the training and felt much more confident engaging with both people. The delivery, slides and follow-up information were all fabulous and on point.”



Delivered
webinars to
414 attendees

We also worked with partners including SEUK, Community Action Crawley and Westminster Policy Event, delivering webinars to 54 delegates on topics including employment law and mental health in the workplace.



Free HR support
valued at £825,693

2025/2026 has been a strong and purposeful year for Roots HR CIC. Through free HR support valued at £825,693, practical resources, expert consultancy and learning through the Roots HR Academy, we have helped social sector organisations strengthen people management, build confidence and better support the people who deliver their work.



Looking ahead

We remain ambitious in our mission to help transform people management across the social sector, enabling organisations to strengthen their workforce and maximise the positive, lasting impact they create for the communities they serve. In 2025/2026, we took a significant step forward by developing a new social impact framework, which is being embedded across our work throughout 2026/2027.

Through more systematic feedback and enhanced data collection, we expect to build a richer and more compelling evidence base, enabling us to demonstrate and share the scale, depth and lasting value of our impact through increasingly detailed qualitative and quantitative insights.



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

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