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PROTECT

The Employment Support Package For Park Owners



Wolferstans 
SOLICITORS



What can Protect offer you?

Our Protect package will not only provide you with the peace of mind required for the day to day running of your park, but also includes strategic support for bigger projects and all at a competitive price.

This package includes unlimited usage and access outside of normal business hours. Providing you the benefits of an in-house lawyer combined with HR support.

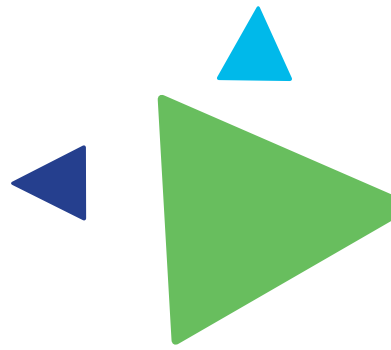
It is unrivalled in terms of dedicated tailored advice and designed to save

your organisation thousands of pounds in legal/consultancy fees and additional recruitments.

However, we appreciate that not all parks are alike, and recognise that this high level of support may be not be required for your park.

Which is why we offer various packages - Platinum HR, HR Plus and Safety Net.

We are familiar in dealing with the types of issue that you are likely to face



Platinum HR

This package entitles your business to unlimited access (telephone, e-mail and virtual meetings) to our specialist solicitors in relation to any staffing matters.

The majority of support tends to relate to disciplinary and grievances, performance management and capability, managing long term absence, handling flexible working requests and advice relating to entitlements and varying terms and conditions.

Subscription to the Platinum package also entitles your park to strategic support and even project management when it comes to those complex and more difficult projects, such as restructures and redundancies or the removal of senior individuals.

Your dedicated solicitor will meet with you to ensure they understand your business and build a relationship of trust and understanding.

We encourage open and honest conversations and will devote the time to understand your ethos, values and strategic aims.

Typically, strategic support would include a face to face meeting with your decision makers where we ensure the risks, process, time-scales, costs and next steps are fully understood.


Just like an in-house lawyer would, we will also provide a bespoke business case for a redundancy or restructure.

Our support can add real value when it comes to those tricky issues, such as managing long term absence, under-performing staff and the removal of senior individuals.

If it is appropriate to have a protected conversation and offer an employee a deal to leave, we will advise you of this fact, and where necessary, conduct the negotiation once another solicitor is involved.

For the avoidance of doubt, the following services are all included within the platinum package;

- Unlimited HR/employment law support
- Drafting and approving of letters/ documents

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- Drafting and approving of letters/ documents
 - Negotiations and consultations with unions
 - Bespoke drafting and negotiation of settlement agreements
 - Support to your internal HR team including briefings and guides for internal hearings
 - Legal updates
 - Drafting/reviewing policies and contracts
 - Access to our online Policy Portal where you can download policies and other useful documents.

Signing up to our Platinum package will provide you the benefit of a guaranteed two-hour response to enquiries marked as urgent, and will entitle your business to bespoke training at least twice per year.

HR Plus

Our HR Plus package is designed for parks who require a lower level of support but still want to know they have the benefit of fixed fee advice.

This advice is capped at two hours per month and does not include strategic support or project management.

However, it does include all day-to-day support including handling disciplinarys and grievances, managing

long-term absence, handling flexible working requests, advice relating to entitlements and varying terms and conditions, in addition to supporting you through any redundancy or restructuring projects.

If you do require support over and above the 2 hours, we will offer the support at reduced hourly rates.

Safety Net

Our Safety Net package provides telephone and email support for any HR and employment law queries you may have, but is limited to 30 minutes per query/issue.

This package covers a range of issues such as performance management, sickness absence management, disciplinary and GDPR.

Should you require additional support beyond this package, you will receive 10% discount on any HR/employment law or other areas of law services provided by Wolferstans.

We understand that Park Owners need fast, effective, and reliable support when it comes to HR and employment law issues but may not always require our platinum or plus services. That is why we offer the Safety Net package, to provide you with peace of mind and expert guidance.

We're ranked **#1** on
Review Solicitors
nationally for
Employment Law.



Why choose Wolferstans

Our Approach

The advice we offer is pragmatic. We put ourselves in your shoes and offer advice that is best for the business as a whole, not just to comply with legal obligations.

Each of our clients are allocated a specialist solicitor who will act as your key contact and form close links with you to become familiar with your approach and ethos.

You will also receive support from other expert members of our team.

We offer a solutions based approach. We will identify your objectives/preferred outcome, analyse the issues, assess the risks, present suitable options (which will vary dependent upon the attitude to risk/cost in a given situation) and then resolve the issue.

This usually entails an initial consultation (either face to face or virtually), telephone consultations and an exchange of emails, followed by drafting and approving letters.

The only areas specifically excluded from the Package are; employment tribunal claims and redundancy or TUPE exercises involving 20 or more employees.

Our Experience

Our Employment team has years of experience of advising on a range of businesses, including residential and holiday parks.

We are well known and have an established and solid reputation for providing clients with what they need, in terms of HR and employment law support.

We are familiar with dealing with the types of issues that you are likely to face, whether that be managing long term absence, under performing staff, complaints and managing short term or seasonal staff.

The team are on hand to support you from the time the issue arises until it is concluded.

- **Cost Effective**
- **Value For Money**
- **Unlimited Support**
- **Dedicated Solicitor**
- **Your Own In-house Lawyer**
- **Accessible**

Your Key Contacts



Melanie Burton
SENIOR ASSOCIATE,
CHARTERED LEGAL EXECUTIVE

Melanie has worked as a dedicated Parks lawyer for over 15 years. During that time, she has gained a unique insight into the operational challenges faced by holiday and residential park owners. Melanie works closely with her colleagues in Business Services, sharing her experience which is key to understanding the individual needs of the parks industry and the associated challenges it faces in

terms of managing seasonal and permanent staff covering a wide range of services from sales to food and beverage.



James Twine
PARTNER & HEAD OF
BUSINESS SERVICES

James is an employment law specialist who acts almost exclusively for employers in relation to employment law and industrial relations. He is an experienced Tribunal advocate but spends the majority of his time delivering day to day employment law support.

James has a reputation for delivering pragmatic advice and solutions to his clients while maintaining strong and long lasting relationships. He specialises in the successful removal of senior individuals and cases involving confidential information and ex-employees setting up in competition.



Victoria Sargeant
ASSOCIATE EDUCATION &
EMPLOYMENT SOLICITOR

Victoria provides support and legal guidance to businesses and employers. She represents employers in employment tribunals with a pragmatic and dedicated approach.

Victoria delivers proactive legal advice on a wide range of employment issues and legislation and has a reputation for being approachable and establishing solid professional relationships. She regularly runs training sessions, legal update presentations and webinars for various businesses and organisations.



Steph Marsh
EMPLOYMENT SOLICITOR

Steph is an Employment Solicitor providing legal advice to both employers and employees. Steph advises on many areas of employment law issues and has represented clients in employment tribunals. Steph's in-depth understanding of the needs of her clients allows her to tailor her advice and provide a responsive and practical solution.

Steph regularly assists with the removal of individuals from their current roles and leads negotiations to ensure that her clients' best interests are protected. She has experience in advising on disability discrimination, redundancy situations, unlawful deductions from wages claims and data protection law.



Mara Cunha
EMPLOYMENT PARALEGAL

Mara is a Paralegal within the Employment team and is on hand to provide advice to both employees and employers on issues such as dealing with capability or attendance. She provides support to James and Victoria with preparation of contracts of employment, service agreements, settlement agreements, tribunal work and letters and is on hand to assist with general enquiries.

Melanie and I have built up a working relationship over a period of 13 years, during which time I have come to trust, not only her legal expertise, but her strategic advice based on her unique perspective, having advised the parks industry for many years. The advice and support that I receive from Melanie is both prompt and professional. In particular it is tailored to the needs of my business." Asa Hartley, Hartley Park Homes.

"The University has been using Wolferstans as their Employment Solicitors for over 10 years now. The advise given is always practical and considerate of our working environment. We have dealt with many complex cases over the years and James is always able to navigate us through to reaching a fair outcome. James is very responsive when dealing with cases or raising new queries. So if you are looking for Employment Solicitors who are friendly, practical and responsive then I would highly recommend James and the team at Wolferstans." University of St Mark and St John

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We can discuss with you how best to plan ahead in order to achieve your wishes. With appropriate and specialist help from our highly qualified solicitors, it is possible to put your mind at rest knowing that everything is in order.

We are proud to be Review Solicitors' Top Law Firm for Employment Law both nationally and locally.

Our clients rate us as excellent



4.9/5



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This leaflet is for general guidance purposes only. Your solicitor will be able to provide specific advice based on your circumstances. Wolferstans has taken all reasonable care to ensure this leaflet was accurate on the date of publication.

