



PROTECT
The Employment
Support Package
For Park Owners



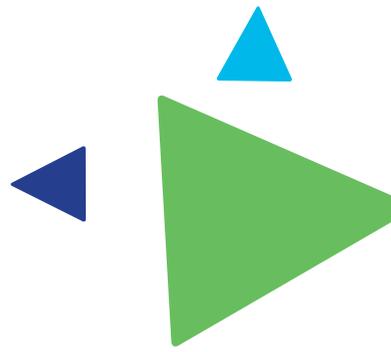
What can Protect offer you?

We offer a Platinum package which not only provides 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. The package includes unlimited usage and access outside of normal business hours.

Our Platinum offering provides your park with 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 we recognise that this high level of support may be inconsistent with either your budgetary constraints or your current in-house expertise. If you do not require this level of investment in legal/HR assistance then we also offer the HR Plus package, which has a capped usage and does not include strategic support.



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

Why choose Wolferstans

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. However, 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 develop the relationship, understand your ethos, values and strategic aims. We recognise the importance of having a trusted

relationship and therefore invest time in getting to know our Platinum clients.

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 even provide a bespoke business case for a redundancy or restructure.

We know that we can add real value when it comes to those tricky issues such as managing long term absence or 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 also mean you have 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 that they can call on throughout the year.

The advice is capped at two hours per month and does not include strategic support or project management. It will however 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 require support over and above the 2 hours, we will offer the support at reduced hourly rates.

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 is allocated a specialist solicitor who will act as the key contact. The key contact will be supported by other members of the team, but it will be that advisor who will form close links with the named individuals at your park so that they become familiar with your approach and ethos.

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 advising a range of businesses including residential and holiday parks.

The Team 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, underperforming 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 Inhouse Lawyer**
- **Accessible**

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.

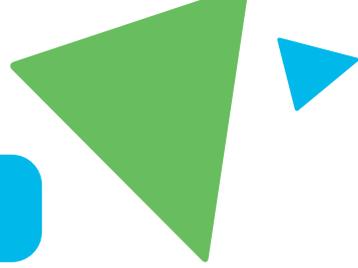
James has a reputation for delivering pragmatic advice and solutions to his clients while maintaining strong and long lasting relationships. He specialises in the successful removal of senior individuals and cases involving confidential information and ex-employees setting up in competition.



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.

"The University has been using Wolferstans as their Employment Solicitors for over 10 years now. The advice 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**

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.**

Benefits and Pricing Options

The Employment Support Packages are offered to business owners, managers or internal HR teams as and when problems arise. The packages include the option to receive general employment law and HR advice from our team of specialist

employment solicitors either over the telephone, through virtual or in person meetings or via e-mail, from our team of specialist employment solicitors in relation to the following matters:

Summary of Work Required	Platinum HR	HR Plus	Safety-net
Initial Discovery Meeting	✓	✓	✓
Face-to-face meetings	✓	✗	✗
Review and familiarisation of existing contracts of employment	✓	✓	✗
Review and familiarisation of Staff Handbook	✓	✓	✗
Provision of Staff Handbook if required	Full handbook containing legally compliant and best practice policies and procedures	Short form template handbook (additional policies available at a small cost)	Short form template handbook (additional policies available at a small cost)
Providing new and compliant contracts of employment if required	✓	Up to a maximum of 3 variations	Single new template contract (additional contracts available at a cost)
Advising on and drafting of Directors Service Agreements	✓	✗	✗
Inclusion of specific clauses and provision from existing contracts into the new contracts	✓	✓	✗
Review and comment on existing contracts with reference to the new contracts if required	✓	✗	✗
Drafting of bespoke clauses for contracts	✓	✗	✗
Designated Solicitor	✓	✗	✗

Summary of Work Required	Platinum HR	HR Plus	Safety-net
Advice and Support	Unlimited virtual meetings, telephone and email support in addition to unlimited templates, documents and drafting support. Strategic support and project management also included.	Usage limited to two hours per month.	Usage limited to half an hour per enquiry.
Availability	Support available during evenings and weekends as well as normal office hours.	Support available from 09:00 – 17:30	Support available from 09:00 – 17:30
Follow up with written advice on telephone enquiries	✓	✗	✗
Access to template letters and documents	✓	✓	✓
Settlement Agreements	Unlimited bespoke drafting of settlement agreements and negotiation with trade union representatives.	Provision of template settlement agreement.	
Initial TUPE advice in terms of employer's obligations prior to consultation	✓	✓	✓
Early Conciliation with ACAS/pre-claim correspondence with solicitors or an employee either before they have left or afterwards	✓	✗	✗
Strategic consultancy and project management for redundancies and TUPE transfers (19 employees or under)	✓	✗	✗
Advising on contracts for self-employed contractors, workers or volunteers	✓	✗	✗

Summary of Work Required	Platinum HR	HR Plus	Safety-net
Drafting up to 5 bespoke or precedent contracts for self-employed contractors, workers or volunteers	✓	✗	✗
Regular e-shots on Employment Law updates and invitations to seminars for HR team	✓	✓	✓
Quarterly newsletter	✓	✓	✓
Quarterly review meeting at your offices (subject to proximity)	✓	✗	✗
6 monthly review meeting/telephone conference	✓	✓	✓
Secure portal with designated password	✓	✗	✗
24 hour turnaround (working days)	✓	✓	✓
2 hour turnaround during 09:00 and 17:00 (working days)	✓	✗	✗
Bespoke Employment Law Training tailored to your needs (up to 2 sessions per year)	✓	✗	✗
Service Level Guarantee – 10% reduction in our fees if our service does not meet your expectations	✓	✓	✓



Optional Services at Fixed Fees to be agreed as and when the issue arises	Platinum HR	HR Plus	Safety-net
Advising/acting on matters relating to immigration/overseas workers	✓	✓	✓
Employment law training for line managers and HR team (£60 + VAT per person – minimum numbers apply)	✓	✓	✓
Advice about employment issues arising from a business acquisition, sale or purchase	✓	✓	✓
Charities advice	✓	✓	✓
Workplace mediation	✓	✓	✓
Advising on or drafting Directors Service Agreements	✓	✓	✓
Advice on enforcing restrictive covenants	✓	✓	✓
Safeguarding, regulatory or data protection advice	✓	✓	✓

Charges (subject to VAT at 20%) 1 to 10 Employees

Service	What We Provide	Cost
Platinum HR	Platinum HR services listed above	Fixed Fee £2,500
HR Plus	HR Plus services listed above	£1,000
Safety Net	Safety Net services listed above	£750

Charges (subject to VAT at 20%) 11 to 30 Employees

Service	What We Provide	Cost
Platinum HR	Platinum HR services listed above	Fixed Fee £3,000
HR Plus	HR Plus services listed above	£1,500
Safety Net	Safety Net services listed above	£1,000

Charges (subject to VAT at 20%) 31 to 50 Employees

Service	What We Provide	Cost
Platinum HR	Platinum HR services listed above	£10 per employee pm
HR Plus	HR Plus services listed above	£5 per employee pm
Safety Net	Safety Net services listed above	£1,500

Charges (subject to VAT at 20%) 51 to 100 Employees

Service	What We Provide	Cost
Platinum HR	Platinum HR services listed above	£7.50 per employee pm
HR Plus	HR Plus services listed above	£4.00 per employee pm
Safety Net	Safety Net services listed above	£2,500

Service Level Guarantee

If you do not consider that you have had exceptional services from us for our work under any of the packages, you may unilaterally reduce our fee by up to 10%. All we ask is that you only invoke this service in a fair and principled way and that you share with us your reasons for doing so and let us know how we could improve our service. This applies to all services.

1 The Platinum HR Service allows you to:

- 1.1 Use our advisors for all advice and work expected from an HR manager (not including meeting with your employees, Payroll and administration, typing, formatting etc);
- 1.2 Have up to 12 meetings a year at our, or your offices (subject to proximity) and as many telephone conferences and virtual meetings as you need to

provide the service; and

- 1.3 Receive a usual turnaround of responding to correspondence and telephone enquiries within 1 working day, save in exceptional circumstances.
- 1.4 The Platinum HR Service is subject to the Exclusions above, but also has additional options of legal support at discounted rates for Platinum HR Service members. Directors may also

benefit from Private Client services at discounted rates to include residential conveyancing, wills etc.

2 The HR Plus Service includes:

- 2.1 An initial attendance or meeting at your office (subject to proximity) or telephone attendance lasting up to 1 hour to discuss your likely requirements;
- 2.2 As much advice and assistance in HR and Employment law issues as you need, subject to reasonable and appropriate usage. Availability to the service is between 9.00am and 5.00pm on week-days other than Bank Holidays; and
- 2.3 A usual turnaround of responding to correspondence and telephone enquiries within 2 working days, save in exceptional circumstances.

3 The HR Plus Service does not include:

- 3.1 Face to face meetings, unless expressly agreed as part of the contract, other than the initial meeting or telephone conference.
- 3.2 Additional work required as a result of you declining to follow our advice in respect of a particular matter. This work will be charged at an hourly rate that will depend on the nature of the additional work involved, unless we are able to agree an alternative pricing structure with you.
- 3.3 Time spent on work outside the scope of the HR Plus Service. This work will be charged at an hourly rate that will depend on the nature of the additional work, unless we are able to agree an alternative pricing structure with you.

4 The Safety Net Service includes:

- 4.1 A first telephone call of up to 30 minutes to discuss your likely requirements;

4.2 Availability to the service only between 9.00am and 5.00pm on weekdays other than Bank holidays; and

4.3 A usual turnaround of responding to correspondence and telephone enquiries within 2 working days, save in exceptional circumstances.

5 The Safety Net Service does not include:

- 5.1 Time spent on work outside the scope of the Safety Net Service, which will be charged at an hourly rate, unless we are able to agree an alternative pricing structure with you which will depend on the nature of the additional work involved.

Exclusions

The following are expressly excluded from the service offered under our Employment Support Packages: -

- Disbursements;
- Collective consultation or establishing works councils;
- Recognition processes by trade unions;
- Industrial action;
- Pensions; and
- Health and safety rules or obligations;
- TUPE;
- Larger scale redundancies and restructuring (5+ roles)
- Payroll;
- Claims;

If applicable, we will price these and any other requirements separately for you.

When necessary, we will, in consultation with you, obtain such additional advice as is requirement from appropriately qualified third parties.



Explanatory Notes

Hourly Rate

- **Advantages**

- If the project proceeds smoothly and without departure from the agreed scope, exclusions and assumptions (outlined in the Summary of Work), it may be cheaper than other pricing options;
- You have the ability to monitor cost issues on an on-going basis and refine your instructions in response to those developments;
- We will manage your costs as best we can and will keep detailed and accurate time records; and
- We will not increase our fee beyond the billable time we record.
- Risks
- The costs may end up higher than under other pricing options;
- There may be little proportionality between the total fee and the result you achieve. Under this option, we will not discount our fee for a result that falls short of your expectation if that result is something we did not have any control over; and
- Ultimately you will not have certainty about the costs until the work is complete.

Fixed Fee

- Advantages
- You have complete budgetary predictability and certainty within the scope, assumptions and exclusions (outlined in the Summary of Work);
- There will never be any pricing surprise. Most of the cost risk sits with us; and
- If unforeseen work is required which falls within the agreed service, our fee will not increase and we will absorb the additional cost.

Risks

- This option does not completely remove all of the cost risk for you;
- If there is a departure from the scope, assumptions and exclusions set out above it is likely that our fee will need to be adjusted upwards. However, we undertake to discuss it with you as soon as we become aware of the possibility; and
- Under a fixed fee arrangement, you might end up paying more than you might have under an hourly rate basis or any other arrangement, but the agreed fixed fee will not be discounted.

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Our clients rate us as excellent



4.9/5  reviewsolicitors

Based on 952 reviews

