

# EMPLOYER SUPPORT SERVICE



DEBENHAMS • OTTAWAY  
SOLICITORS



## Our Employer Support Service (ESS) is the easy and cost-effective way to remove the burden of employment legislation from your business.

Increasingly complex and costly employment legislation can directly affect the profitability of many businesses. It could therefore be time to look at how our expertise can release you to focus on what you do best.

Organisations turn to us not only because they are facing more frequent, expensive employment disputes but also because the insurance policies or HR advisers they have appointed are failing to protect them. Unregulated and unqualified advisers in call centres and complicated insurance get-out-clauses are often leaving clients confused and exposed.

Our Employer Support Service aims to help employers address these problems. It offers seamless financial and business continuity protection for a fixed monthly fee.

### Free Legal and HR Review

When you sign-up to our Employer Support Service we will undertake a **FREE legal and HR review.**

This will include a review of your contracts, policies and practices. The legal review enables us to get to know your business, determine how to bring you up to date with the latest legislation and ultimately help you to achieve compliance.

The HR review identifies where improvements to your HR practices could add value for you. Implementing such improvements may well result in more effective use of management time and enhanced company performance.

# THE ELEMENTS OF OUR EMPLOYER SUPPORT SERVICE



## **Legal Helpline** - ongoing support and dialogue

Direct access to unlimited advice from a qualified employment law solicitor, who knows your business and understands your specific needs. This means you don't have to deal with a vague and impersonal call centre.

You will be given clear advice that is in the best interests of your business. This not only ensures that the matter is properly handled from the outset but also ensures that you are fully insured when you follow the advice given.



## **Employment Protection Insurance\*** - financial security

We are fully authorised by insurers to manage your Employment Tribunal defence. The insurance policy fits seamlessly with the other elements of our service. Provided you follow helpline advice, the policy pays the legal costs of an Employment Tribunal dispute, as well as an agreed settlement or a compensation award made by the Tribunal. This radically minimises your exposure to unexpected financial loss and caps all your employment legal costs, providing you with peace of mind. In real terms this could result in huge cost savings. \* Full details of the cover are available upon request.



## **HR Service** - hands on support

We can act as your outsourced HR Department or supplement your in-house HR resources with a team of dedicated HR specialists. Our HR team has significant experience gained from many years working in a wide breadth of industries. We can be present on site and bring our legal advice to life in your organisation, nipping employee issues in the bud. This independent support instils confidence in you, your management team and your employees.

# OUR FLEXIBLE EMPLOYER SUPPORT SERVICE PACKAGES

Our Employer Support Service is designed to be flexible. The three core elements have been blended together to create four levels of service.

## ESS PACKAGE 1



Legal Helpline only

## ESS PACKAGE 2



Legal Helpline, plus



Employment Protection Insurance

## ESS PACKAGE 3



Legal Helpline, plus



HR Service

## ESS PACKAGE 4



Legal Helpline, plus



Employment Protection Insurance, plus



HR Service

All services are delivered by regulated and qualified solicitors or, in the case of our HR Service, by highly experienced, commercially focussed and qualified HR specialists.

# WHAT MAKES OUR SERVICE

Our service is operated by dedicated professionals who understand clients' specific needs.

## **Face to face**

We will attend your premises if required. There are no call centres and we do not offer restrictive, confusing advice. You and your management team can be confident when dealing with staffing issues because a dedicated solicitor is just a phone call away.

## **Financial certainty**

Our service enables you to budget for and cap all your employment legal costs. You can set a budget knowing that there will be no unexpected payouts, just a fixed cost to protect your balance sheet.

## **Practical solutions**

We deliver a hands-on practical solution to any issues that arise. We seamlessly handle claims in your best interest through special arrangements with insurers and advise you how to avoid future claims.

## **Cash flow friendly**

The cost of our service can be spread across the year through a monthly payment facility.

## **Flexible and suitable**

You decide on the service and insurance cover options that meet your specific needs; the service levels can be tailored to your exact requirements.

# DIFFERENT?

## **Regulated expert legal advice**

Debenhams Ottaway is regulated by the Solicitors Regulation Authority and is required to act in your best interests. We tackle potential employment issues before they escalate and provide you with clear advice on the possible consequences of a particular course of action. This helps minimise conflict and the risk of potential legal breaches and has a positive impact on business morale.

## **Time efficient**

No more wasted management time – we will guide you through current legislation, best practice, and handle employment disputes and claims on your behalf.

## CONTACT US

For more information and a free quotation contact Louise Attrup

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