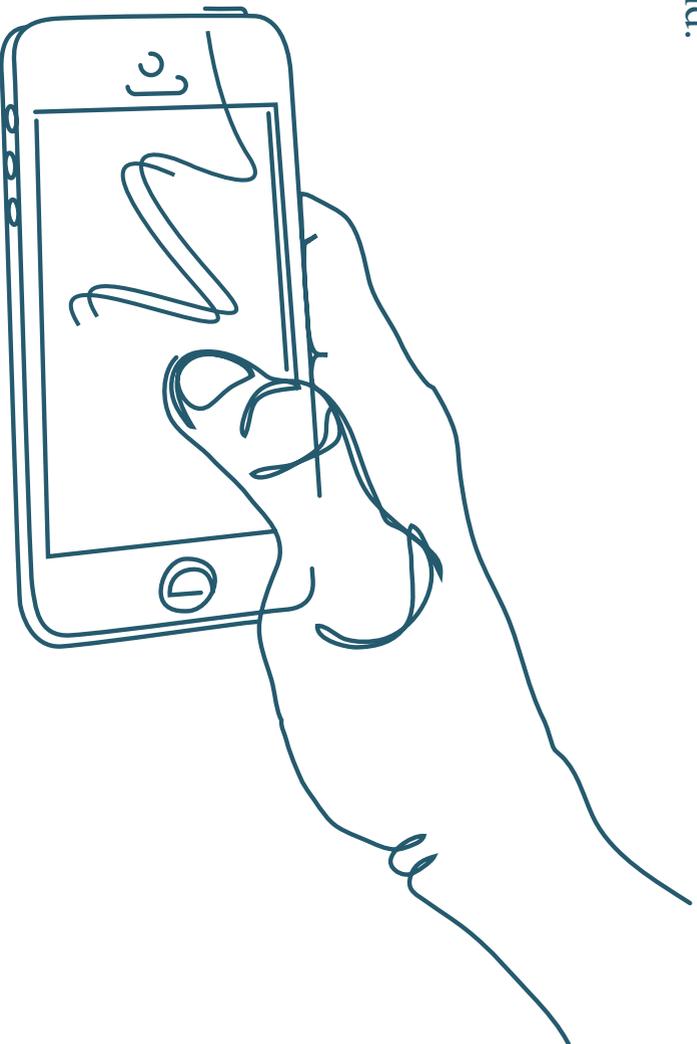


Our **employment fixed price annual telephone and email advice line** works with you as an integral part of your people management function, to safeguard your business from employee problems and disruptive issues and to give you peace of mind.



# Considered, Clear & Decisive

"The telephone advice line offered by TS&P is an invaluable tool in our HR toolbox - it offers effective, up to the minute advice, with timely responses from the TS&P employment team. We have used it for a range of reasons, complex situations, guidance, general support and on every occasion we have been met with a solution that has given us the reassurance of full compliance. We cannot envisage continuing without the advice line as an integral part of our HR service."

Karen Bateman, HR Manager - Logan Construction (SE) Limited

“As one of the largest Multi-Academy Trusts often requiring immediate and reliable legal counsel, we have been so impressed with the service provided by TS&P’s employment team.

Having confidence in the advice provided is the most important aspect of a solicitor/client relationship. The very nature of our business means that we seek legal support on a varied number of issues and the team have always been well equipped to manage that demand. I cannot recommend them enough.”

Mark Burnett, Group Director -  
The Kennal Academies Trust  
Client

## Employment fixed fee annual telephone and email advice line

Handling employment law issues can be a big distraction when you are trying to run a business. Get it wrong and it can tie up lots of management time as well as being very costly. Following the abolition of employment tribunal fees by the Supreme Court of Justice in July 2017 there is likely to be a rise in employment tribunal claims. Getting a second opinion on a course of action you wish to take could prevent a claim from ever arising.

One of the ways that we can give you peace of mind when dealing with HR issues is via our annual fixed price employment advice line, which covers routine telephone and email employment queries and advice.

### How does the advice line work?

- the advice line runs for 12 months
- the cost of the advice line is a fixed price for the 12 months
- the advice line covers general employment telephone and email queries.

If you would like more information or would like a quote for our employment fixed fee annual telephone and email advice line, please contact a senior member of our employment team.



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**Alex Millward**  
Legal Executive  
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“The advice and service we receive from the advice line are outstanding. The advice is always provided promptly, is very clear and balances the risk and the commercial aspects of any case. In addition, the annual employment law update session is very useful for the Bel management team. I would not hesitate to recommend TS&P’s employment team.”

Lyndsey Moore, HR  
Manager - Bel UK Limited

## The scope

### What will the employment telephone and email advice line cover?

- routine employment law and HR best practice queries and advice of up to 20 minutes in duration
- provision of template letters/emails from the TS&P know-how bank for adaptation by you
- reviewing and amending routine documentation prepared by you such as letters inviting an employee to a disciplinary hearing and outcome letters
- commenting on and advising on employment processes and procedures that you wish to conduct.

#### Example

A client calls seeking advice in respect of a disciplinary meeting they will be conducting with an employee. The client and our lawyer spend 15 minutes discussing the matter on the phone.

Is this covered by the advice line? Yes

#### Example

A client emails their letter inviting the employee to the disciplinary meeting and also scans the evidence in support of the allegation to us. Our lawyer reviews the evidence and amends the letter. The lawyer spends 20 minutes reviewing the documents and amending the allegations.

Is this covered by the advice line? Yes

“As a SME successful company, we were looking for a highly efficient and professional service when dealing with all HR and legal matters. We have been very impressed with TS&P’s employment advice line service. They have provided excellent, comprehensive compliance advice which has fitted well with our requirements. It has given us confidence and comfort. We highly recommend them and their employment advice line service to any SME company.”

Anthony Youlton, People & Practise manager - Base Quantum Limited

## The exclusions

What will not be covered under the telephone and email advice line?

- the drafting of contracts of employment, director service agreements, settlement agreements and policies and procedures
- addressing employment law and best practice queries of a non-routine nature, i.e. taking more than 20 minutes
- the drafting of non-template, bespoke lengthy or detailed emails or letters of advice, taking more than 20 minutes
- project work such as restructuring and redundancy exercises, extensive and difficult exits of employees
- detailed, complex disciplinaries, grievance or appeal cases
- correspondence and negotiations with an employee’s legal representatives in respect of a dispute arising from the employment relationship
- advice on restrictive covenants, confidentiality or the review and drafting of such provisions in existing contracts of employment
- TUPE advice, including outsourcing and re-contracting issues
- data protection issues arising from a data subject access request unless it is a routine enquiry
- the conduct of the case and representation in defending employment tribunal proceedings in the event that a claim is issued against the company

### Example

A client emails us advising that they have drafted a contract for services to give to a contractor. They ask us to check it to ensure that the business is protected in particular their confidential information and intellectual property. The review takes 45 minutes.

Is this covered by the advice line? No - it is not a routine employment query. This work requires our lawyer to contact the client to obtain more information about what the contractor will be doing, what risks to the business the contractor may pose and then extensively reworking the document.

“We switched to TS&P from a ‘call centre’ employment law advisor because we were looking for a more consistent, personalised service. Two years later we are pleased that we made this decision - I can now speak directly to someone who I know, and who knows our organisation, and who I can rely on to respond quickly if the circumstances warrant it. The ‘fixed fee’ service also gives the comforting reassurance that money isn’t draining rapidly away as we speak.”

Valley Provincial

## The price

### What is the cost of the advice line?

- the cost of the advice line varies from one client to another depending on the number of employees you have and the extent of the anticipated use
- we will send you a quote for the cost for the advice line following a detailed discussion with you about your business, the employment issues you have dealt with over the past 12 months and what you believe your anticipated needs over the next 12 months are likely to be. There is no cost for this consultation
- there is a fixed minimum price of £1,500 plus VAT for a 12 month period.

## The fixed price

### What happens if I use up the advice line in the fixed 12 month period?

- any work carried out over and above the fixed fee that does not fall within the exclusions will not be charged
- if you do not use up the advice line in the 12 month period you do not lose it, it will be carried over to the following year.

#### Example

One of our clients has a fixed advice line which runs from August 2016 to August 2017. The cost of their annual fixed advice line for 2016/17 was £2,000 plus VAT. They have only used £1,443 of their advice line, so they will carry over the balance of £557 to the advice line for 2017/18.

## The lawyer who helps me

### Will I have a dedicated legal adviser or will I end up having to deal with a different person every time I call?

You will have a dedicated legal adviser and an employment relationship partner or senior associate assigned to you. We do this for several reasons:

- to ensure continuity for you
- so you always have two points of contact
- so that we have a relationship with you and we build up our knowledge and understanding of your business.

## The optional extras

### What else can I get from the employment team at Thomson Snell & Passmore?

- in house legal skills and best practice training for management (preferential prices available)
- briefing and brainstorming session on employment law developments relevant to your organisation (free)
- review meetings of your strategy and our service delivery (free)
- employment practices liability insurance, to manage risks of claims, provided you take our advice (insurance premium quotes available)
- fixed fee early conciliation services with a view to reaching a settlement to avoid employment tribunal claims
- collaborative mediation of work place disputes to avoid employment tribunal or court claims.

## The competition

Why should I choose Thomson Snell & Passmore's annual fixed advice line over employment telephone advice lines from other providers? We will let our client answer this for you.

"Thomson Snell & Passmore have been supporting Chrisanne-Clover with a fixed annual employment law advice line for nearly a decade.

In this time their skilled and highly knowledgeable team have been fundamental in situations where we have needed to understand employment law when addressing staffing issues, always ensuring that we follow the correct and fair process, whilst maintaining the organisational need as the goal. The advice is well structured and clear to follow and if anything is not initially understood reconfirming is always received well and encouraged. The advice has ultimately given me the sense of "doing the right thing in the right way". Knowing you can just pick up the telephone at any moment is reassuring and is available like this because we have the fixed annual advice line, a service that we feel is well worth the expense."

Giles Hatch, Director - Chrisanne-Clover

Thomson Snell & Passmore is a law firm with a reputation for providing high quality, intelligent advice. We provide a comprehensive legal service and build long-term relationships by encouraging a culture of respect, understanding and excellence. It's a common sense approach that's surprisingly uncommon.

Providing peace of mind for generations of families and businesses.

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