



Capsticks HR Advisory Service

Investigations Service

Who are we?

We are a firm that works across all sectors both public and private and understand the challenges you face. Capsticks' HR Advisory Service (HRA) was initially developed as an outsourced employee relations service but has since been developed in line with the needs of our clients to encompass other broader HR offerings. We have established ourselves as market leaders in the healthcare market for delivering joined-up strategic HR support and outsourced ER services to a range of healthcare clients. Uniquely, because our service is embedded in a law firm, we provide joined-up solutions that incorporate human resources best practice and employment law compliance.

What do we offer?

- A team of experienced and skilled investigators to undertake HR and Employee Relations investigations for NHS and other organisations.
- We undertake the whole of the investigatory process in line with the organisation's procedures – from agreeing the terms of reference to writing reports and presenting them at hearings.
- We specialise in complex, multi-layered cases, including MHPS, Whistleblowing, Bullying & Harassment, Disciplinary and Grievance.
- A truly impartial service; we can provide independent and arm's length expertise, and a rigorous approach.
- If the assignment is complex and has a legal component we will seek legal advice from one of the firm's 30 employment lawyers and build this advice into our work at no extra cost.
- We work to agreed KPI's to deliver a quick and cost effective service.
- Our service is proven to reduce the caseloads and timelines of in-house teams by up to 50%.

How do we work?

We offer a flexible service with a range of purchasing options to suit the needs of individual organisations.

A dedicated in house team

We supply the team, expert systems and support to undertake all investigations to free up your internal resources to concentrate on the delivery of core services.

A service level agreement

We make an agreement with you to provide volume support on cases for a fixed period, on and offsite as required.

A call off arrangement

We provide support on a case by case basis to manage difficult cases or supplement in-house resources when required.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Reduction in investigation timeframes – We dedicate resource to the investigation, working to clear KPIs to deliver a quick and efficient service. Our service is proven to reduce timelines by up to 50%. This also delivers cost savings by reducing the length of time of suspensions and management input in the process.
- In-house teams can focus on core service delivery - Your clinicians, managers and HR staff are freed up to focus on service delivery.
- Consistency and quality - A standard set of best practice templates, continuity of skilled investigators, structured quality monitoring systems and client feedback ensures a consistent approach to the investigation process that meets organisational requirements.
- Impartiality – Our sole brief is to investigate the facts of a case. We collect evidence, analyse and present it back. That evidence must stand up to scrutiny and therefore is always presented in an objective manner.
- Transparency – Triage process for cases to determine required investigatory resource and highlighting at an early stage if alternative course of action may be more appropriate.
- Service Improvement - The organisational learning that can come from a more robust and consistent investigations service feeds into the policy and process development work of the Trust, organisational development activities and the development of HR staff and managers within the Trust.
- Longer Term Benefits - Taking a proactive approach to the management of investigations and reducing timeframes, sends a clear message about acceptable standards of behaviour and the organisation's approach to addressing issues. This in turn will support the delivery of organisational culture change and delivery of Trust values.

For more information please contact:



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