

# London Borough of Hammersmith and Fulham

## HR Services

October 2025

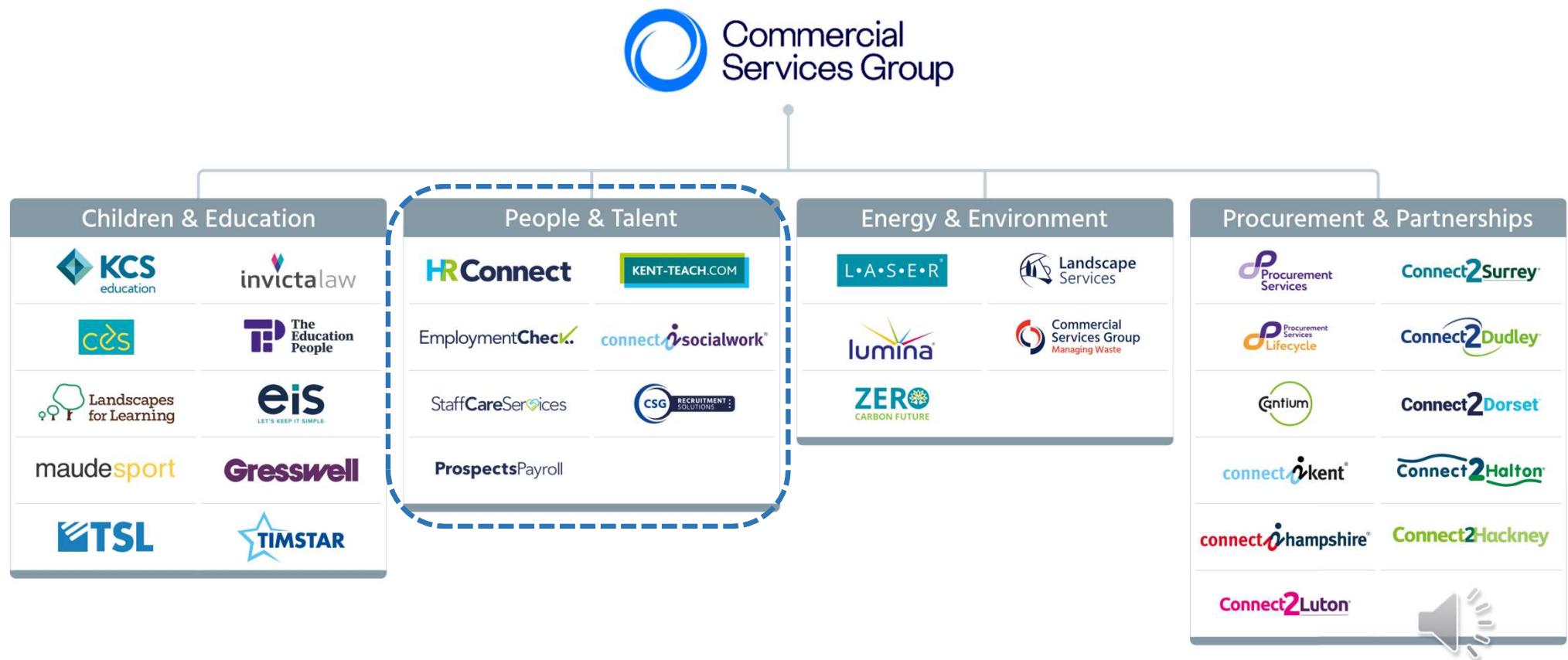


**Hazel Crittall**  
**Head of HR Strategy & Advisory**

**HR Connect**



# Spotlight on HR Connect



**HR**

# Premium Service - SLA Overview



**Dedicated HR Advisory Support:** Unlimited remote support for ER issues including capability, disciplinary, grievance, redundancy, ill health, absence management.



**Duty Advisor:** Urgent HR support via our duty helpline during core hours



**Document provision:** A range of template and bespoke letters and documents



**School specific and ACAS compliant:** A range of School specific policies, in line with best practice and ACAS and updated in response to legislative changes



**Pay advice:** Pay policy guidance in line with local government pay schemes and STPCD, together with support for redundancy calculations



**Regular updates and guidance:** Unlimited access to our Portal for knowledgebase articles and guidance as well as Stay Connected and Breakfast briefing



**Preferential rates:** On additional products and services



## Additional products and services:

**Legal advice (case reviews, COT3s and settlement agreements)**

**HR and Safeguarding investigations**

**Single Central Record/HR Administration/HR Reporting**

**On demand training courses, including duty to prevent sexual harassment**

**Bespoke training for SLTs, Governors and in school HR personnel**

**HR Audits/HR Maturity Assessment**

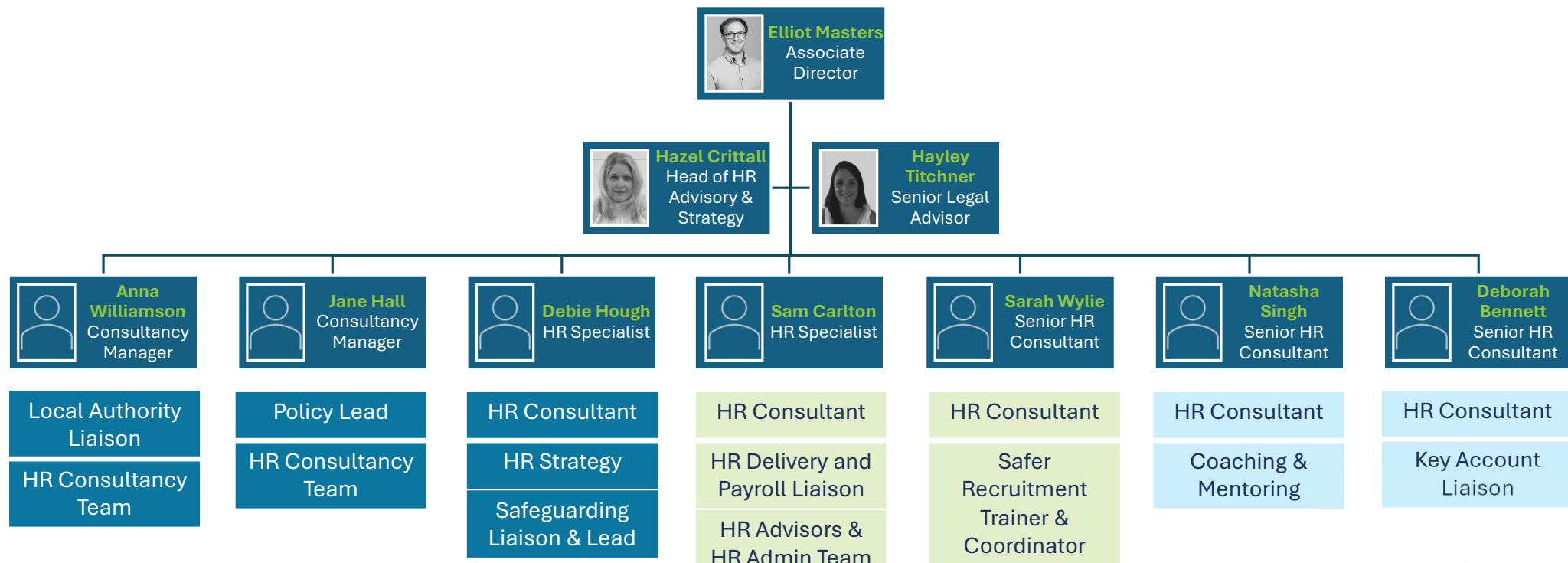
**Virtual and in person training, including Safer Recruitment Training**

**Leadership, Coaching and Mentoring**

**Leadership Appointment Service**



# HR Consultancy and Advisory Team:



# One source for all your HR and Payroll needs:

In addition to our HR Consultancy and Advisory Services, HR Connect also provides a range of HR Administration and Payroll Services:

Unlimited access to our dedicated support team and customer portal.



Access our online database of resources, available 24/7 /365, so you can find information when you need it.



Our certified payroll processes ensure reliability and strict adherence to all compliance requirements, meeting the standards set by the CIPP PAS Assurance Scheme, the gold standard for payroll excellence.



Empower your staff with intuitive self-service tools to effortlessly manage new hire, absences, contract changes, expenses and more. Access payslips, update bank details and handle all HR and payroll tasks with ease.



Employee lifecycle management from employment to leaving employment, including issuing contracts and processing contractual changes.



The reassurance your HR and Payroll is always compliant, and all statutory requirements are taken care of.



We manage pension contributions and ensure adherence to pension regulations. Access to our salary assessment portal to manage annual pay awards for Teachers and Support Staff, along with generating confirmation and salary statements.



Partnering with HR Connect means gaining a trusted expert who understands your sector, navigates complex terms and conditions with ease, and ensures seamless payroll, HR administration, and pension management tailored to your unique requirements.



**99%**  
Data accuracy



**12,000+**  
Companies we work with



**250+**  
Team members here to help



**95,000+**  
Payslips processed in March 2025



# Employee wellbeing and OH Services

## Support Line services include:

### 24/7 Phone support

Our helpline is a fantastic first step if you find yourself struggling. It offers you support 24 hours a day, every day of the year. This includes access to legal and medical/health. Your call will be answered by a qualified and experienced counsellor, who is ready to listen and provide guidance. You do not need to inform your manager before you make the call.



### 24/7 Text support

You may prefer the anonymity of a text rather than talking to someone directly. Our dedicated Support Line key word provides faster access to a confidential, 24/7 text messaging as part of your EAP package. This service is available to all staff and their pupils. Our text service provides immediate support for all types of mental health challenges, taking people who are struggling to cope to a place of calm every day of the week.

24/7

### Wellbeing App

The Wisdom App allows you to track your wellness, improve your mental health and stay resilient during tough times. Annual Support Line customers can download the Wisdom App through a unique organisation code. (Please ask your organisation for your unique organisation code). Live Chat also allows you to contact a dedicated wellbeing counsellor using live messaging and video calls.



### Digital Trauma Support

Annual Support Line customers can access (where appropriate) an online programme with specifically designed trauma focused modules. It is delivered in online modules which can be completed at the client's own pace.



### Digital Cognitive Behavioural Therapy

Includes over 30 digital CBT and trauma support modules



Annual Support Line customers can access digital cognitive behaviour therapy (CBT) programmes on desktop, mobile, and tablet. Programmes cover Wellbeing, Mental Health and Chronic Health. They are designed to manage specific symptoms, feelings and behaviours and equip you with effective solutions.

### Menopause Cognitive Behavioural Therapy

Annual Support Line customers can access a tailored cognitive behavioural therapy programme for people experiencing menopause symptoms. Across several modules you will explore topics such as managing thoughts and beliefs, stress, lifestyle, sleep and self care.



### Support Line Counselling

Counselling sessions are available to our annual Support Line customers. Counsellors will work with a member of staff for up to a maximum of seven sessions. We utilise a network of 130+ independant, qualified counsellors with a extensive range of experience and specialisms. Members of staff also have the option to transfer their full set of sessions and gift these to either a spouse/partner or child (16 years old or over) who resides at the same address as them. You may be directed to our structured counselling after having a conversation with a qualified counsellors via the helpline. You can also self refer to the service. There are no barriers or triaging in place that will prevent you accessing this support.



### Workplace Coaching

The Support Line Workplace Coaching Service can support an individual to achieve their goals, improve performance, increase motivation, enhance problem solving skills and improve confidence and wellbeing.



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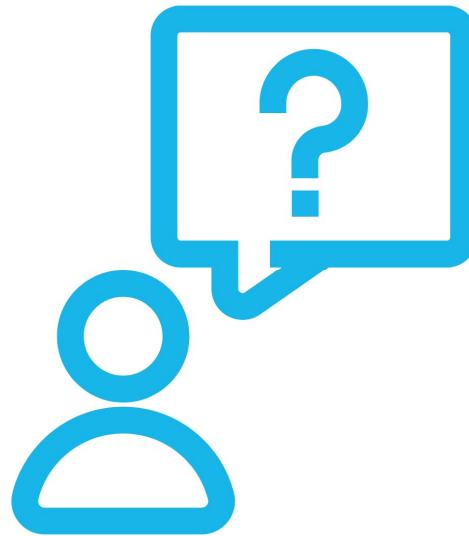
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# Questions



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