



NEWSLETTER

How to choose the right HR support for your business

Choosing the right HR support is one of the most important decisions you can make for your business.

Get it right and you'll have happier people, fewer problems, stronger performance and more time to focus on growth. Get it wrong and you could face costly mistakes, legal risks and culture issues that affect your bottom line.

So what are your options?

1. Ask a current team member to handle people matters

Seems cost-effective initially, but they'll need training and time away from their main role. Without proper expertise, small issues can quickly grow into expensive problems.

2. Hire a dedicated people person

Great for larger businesses, but the salary and associated costs are hard to justify when most small and medium businesses don't need a full-time resource.

3. Use a large support company with a call centre

Affordable, but you'll rarely speak to the same person twice. They won't understand your business, your values or how you prefer to work with your team.

4. Partner with an independent people consultant

This gives you dedicated expertise without the fixed costs. You build a relationship with someone who gets to know your business personally and becomes a trusted partner.

Independent consultants offer flexible pricing options, including hourly rates, day rates or monthly retainers, based on your business size and needs.

When compared to the time, stress and potential costs of handling people problems without expert help, this approach often delivers the strongest return on investment.

We've created a straightforward guide explaining everything you need to know about choosing the right strategic HR support for your business.

Get in touch today for your free copy.

Is your business prepared for new fraud prevention rules?



Big businesses will face new fraud prevention laws from September, but there's valuable learning here for companies of all sizes.

For small businesses, fraud incidents can be particularly challenging. Your hard-earned reputation and financial stability deserve protection, especially when you're already managing multiple priorities with limited resources.

Your HR function is your first line of defence:

- Watch for people-related warning signs, like unusual stress or unrealistic targets
- Regularly review who has access to sensitive information
- Ensure that proper checks and balances exist in financial processes
- Create a speak-up culture, where concerns can be raised safely

Implementing reasonable, proportionate controls now protects both your company and your customers.

Don't wait for regulations to catch up with smaller businesses. We can help to identify your fraud risk areas – ask us how.

Are your staff secretly on holiday?

Have you heard of 'quiet vacationing'? It's where employees take time off without actually logging holiday – and it's more common than you might think.

Recent research shows that 81% of UK businesses now use tracking tools to tackle this issue. And yes, they're seeing some positive results – 69% report better productivity.

But, as a small business owner, do you really need to monitor your team's every move?

Before reaching for tracking software, ask yourself why people might not be using proper holiday channels. Is your booking process a headache? Do staff feel awkward asking for time off?

In our experience, creating an environment where people feel comfortable taking legitimate breaks often solves the problem naturally. A quick chat over coffee can reveal more than any tracking tool.

The businesses that thrive combine reasonable oversight with something much more powerful – genuine trust.

We can help you to build that balance in your team. Book a call to discuss your options.



Would you spot a fake degree?

A recent study found 1 in 5 people admit to fibbing about their university qualifications when applying for jobs. Surprised?

That's a lot of CVs with education claims that don't stand up to scrutiny.

We urge business owners to double-check those impressive qualifications before making hiring decisions. A quick verification call could save you from an expensive mistake down the road.

Are AI-written CVs sabotaging your hiring process?

With AI tools becoming more accessible, candidates are now creating polished, "perfect" CVs that look impressive but often don't reflect their actual abilities.

The result?

You're wasting valuable hours interviewing people who simply can't deliver what their application promised.

This isn't just frustrating, it's costing your business:

- Time spent on interviews that lead nowhere
- Revenue lost while positions remain unfilled
- Your attention diverted from running and growing your business
- Team morale affected when new hires don't perform

Research shows that a bad hire can cost up to three times the employee's salary when you account for all the associated expenses.

We're increasingly convinced that traditional CVs are becoming unreliable as filtering tools. They tell you what a candidate wants you to know, not necessarily what you need to know.

Here are some practical alternatives that reveal far more:

1. Quick skills demonstrations

Give candidates a relevant 15-minute task. You'll learn more about their capabilities than from any CV.

2. Real business problems

Present an actual challenge from your business and see who provides thoughtful solutions.

3. Team-based interviews

Your existing team members often spot compatibility issues that might not be apparent to you.

4. Paid half-day trials

Yes, there's a cost involved, but it's significantly less than the expense of a bad hire.

These approaches help you to identify people with genuine skills and cultural alignment, saving you time, money and stress in the long run.

If you're struggling with your recruitment process or want to discuss alternative hiring strategies that could work for your business, get in touch with us today.



Questions & Answers

Can I record video meetings with my team without telling them?

No. Under UK law, you must inform participants they're being recorded and explain why. Secret recording breaches privacy regulations and damages trust. Better to be transparent about your reasons for recording and get consent first.

How long should I keep employee records after they leave?

Most employee records should be kept for 6 years after employment ends. However, some information has different requirements – accident records need 3 years, while retirement benefits information may need 12 years.

Do I need to pay for staff training outside normal working hours?

Yes, if the training is mandatory. Any compulsory training counts as working time and should be paid at least at National Minimum Wage rates, even if it's outside regular hours.

Let's talk on the phone

Here are two questions for you:

- Do you currently have a HR consultant?
- On a scale of 1 to 10, how happy are you with them?
- If the answer isn't "I'm so delighted I could print 1,000 flyers to spread the word about them", let's jump on a video call

If you're looking for proactive, responsive HR support, that's what we do. And we would love to speak to you!



Set up a 15 minute exploratory call at www.goldhr.co.uk/book-a-call



**YOUR HR EXPERT:
SAM GOLD**