



# Health & Safety, HR & E-Learning Specialists

**We help protect your business, keep you  
compliant and give you peace of mind.**

Get those crucial business services taken  
care of with one trusted partner.

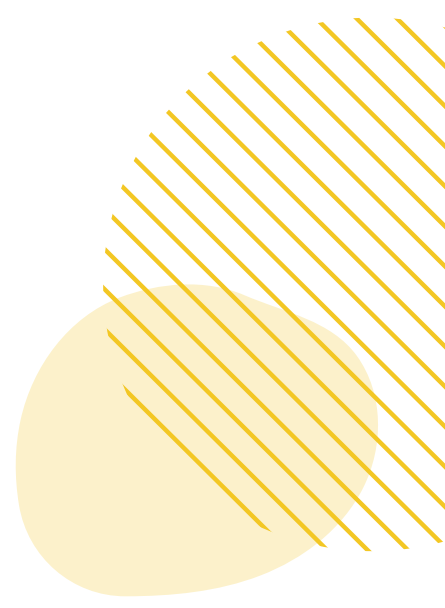


**Craven  
Consultancy  
Services**



Craven  
Consultancy  
Services

Outsourcing your H&S & HR  
can save you time and money.  
We guide you to protect &  
support your business  
and people.



## About us

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At Craven Consultancy we make your business not just a workplace, but a thriving, compliant and safe space for everyone!

**W**hen you choose to outsource your Health & Safety and HR needs to Craven Consultancy, it's akin to enjoying the best of both worlds. This strategic decision not only saves you a significant amount of time but also helps you save a substantial sum of money.

Wondering how? Imagine if you were to hire an in-house professional with the same level of expertise. It could potentially cost you up to ten times more! We love to work alongside SME's with similar values to us; businesses who are ready to move to the next level & be the best that you can be.

Our mission is to increase overall value to a business and ensure that businesses operate legally with our support and guidance. We have a strong focus on compliance, innovation, continuous improvement strategy and problem solving. Ensuring we do this with the minimum of bureaucracy.

**Liz Brewster** CMIOSH  
Director



## Why choose us?

We love what we do, some might say a bit too much & we bring enthusiasm and commitment to every project we work on.



### High quality service

We are passionate about partnering with you to understand your specific needs and challenges.



### Great company value

Outsourcing your H&S & HR can save you time & money, we support & protect your business and your people.



### Professional

We make your business not just a workplace, but a thriving, compliant, and safe space for everyone!



### Focus on quality

Our value-added service will positively enhance organisations like yours.



### Passionate team

Our team of highly skilled and experienced consultants are dedicated to helping your business.



### Over 40 years experience

Our mission is to increase overall value to a business and ensure that businesses operate legally with our support and guidance.



**Liz Brewster**  
Managing Director

Liz leads the business day-to-day, as well as being a qualified Health & Safety Advisor. She holds a NEBOSH certificate, Level 4 NVQ and is a Chartered Member of The Institution of Occupational Safety and Health (CMIOSH) as well as being registered on the OSHCR for qualified consultants. Above all, Liz's focus is on building close relationships with clients to establish their Health and Safety needs. In her spare time, Liz loves the great outdoors, and likes nothing more than climbing to the top of a big hill with her two dogs, especially if there is a pub at the end of it as a reward for the effort! Liz has a passion for travel and loves the warmer climates.



**Dee Newton**  
Operations Manager, HR Business Partner & Coach

Dee has 20 years' + experience in HR/people management and has extensive knowledge and experience in various sectors and services. Dee leads the business development and HR side of the business, is a qualified HR advisor and executive business coach. Dee's passion and focus is; Partner Relationships, Business Transformation, Compliance, Culture, Continuous Improvement, Health & Wellbeing, Risk Management, Technology & a Safe Working Culture. In her spare time Dee loves walking with her rescue greyhounds and lurcher and spending time with her family & friends, usually involving an old pub somewhere. Dee loves live music.



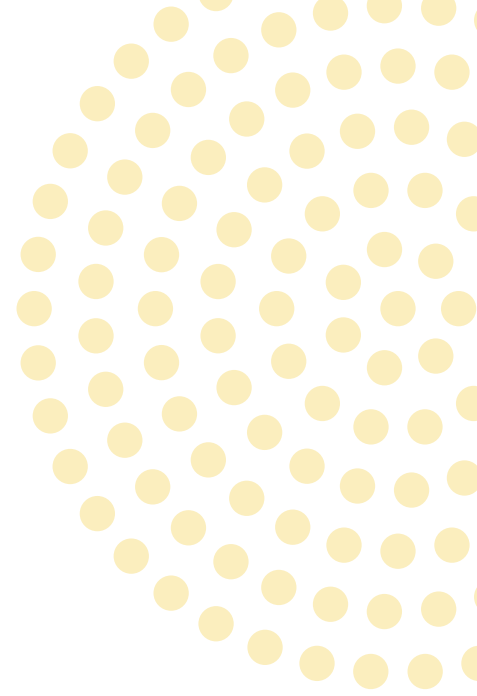
**Tonie Hutchinson**  
Health & Safety Advisor

Tonie is our Health and Safety Advisor, putting good into the world by making sure businesses have a safe working environment for their employees. Tonie holds the NEBOSH General and Fire Certificates and believes that learning is a never-ending process and is very much looking forward to the opportunities with CCS where she can put her skills to good use and grow. In her spare time she loves being in the outdoors with her daughter, whether its walking or lazing in the garden (weather permitting), snuggling on the sofa with a good book, eating good food and have recently taken an interest in dressmaking and herbs, flowers and essential oils.



**Megan Rose Gray**  
Health & Safety Advisor

Megan is our newest Health & Safety Advisor who builds lasting relationships with our clients and guides them along their way to having a safe work environment for themselves and employees. In Megan's spare time she enjoys being outside with her Romanian rescue dog Bear, preferably in the sunshine. One of the things Megan is looking forward to the most is the one to one with people, being able to build lasting relationships and to help and guide them along their way to having a safe working environment for themselves and employees.



# Craven Services

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## Health & Safety

page 8

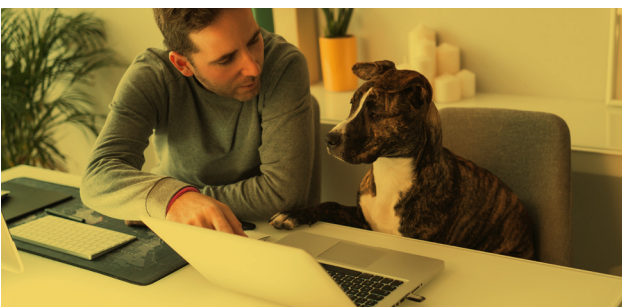
We offer simple and structured solutions, combining experience and knowledge within the field. We can support you with practical advice for a wide range of Health and Safety related matters.



## HR

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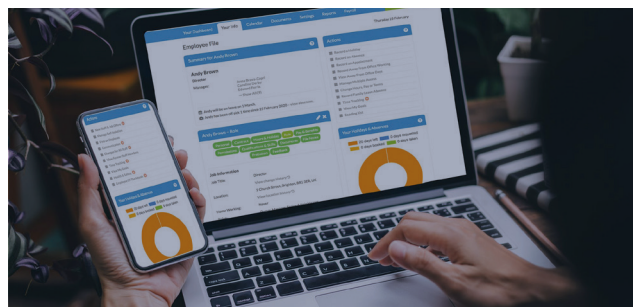
We know how time-consuming HR can be and getting it wrong can be costly and disruptive to your business. We help & support you & your business to create a positive & happy workplace, where your people love to work. We strive to improve operations & positively empower your people who keep your organisation growing.



## E-Learning Courses

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We offer a comprehensive range of fully-approved, interactive video E-Learning courses, designed to equip you and your employees with the training and qualifications you need. Our tailored solutions provide all the necessary training to support and enhance your business.



## Software

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Every business has different requirements and we have a variety of software to offer. Sometimes our clients will utilise more than one option to complement one another. Read more about our software or give us a call to discuss it further.



“

*I'd just like to take time-out following the latest lightning-speed RAMS you have helped us with - to thank you once again for your ongoing first class H&S support for Vista Facilities. We have had the reassurance of Craven Safety Services providing professional advice and support for a number of years now and plan to continue doing so. In our works we represent high profile corporations, government departments, healthcare settings and all have extremely high expectations that we must meet. We are always pleased to know we can depend on your excellent support to help us deliver successfully against such stringent demands. We would very readily recommend your great support services to other organisations.*

”

**Andrew McCreddie**  
Vista Facilities



## Health & Safety

Outsourcing H&S allows businesses to free up valuable time and resources for businesses to focus on their core operations. By entrusting H&S to experts, businesses can ensure that their operations are in compliance with regulations and standards, while simultaneously optimising their efficiency and productivity.

We cover:

- **H&S Audits**
- **Health & Safety Policies**
- **Incident & Accident Investigation**
- **Risk Assessments**
- **COSHH Assessments**
- **Fire Risk Assessments**
- **Site Files**
- **Site Inspections**
- **SSIP Accreditations**
- **Toolbox Talks**
- **Training & Development**
- **Environmental Policies**
- **Face Fit Testing**
- **ISO Accreditation**
- **Assistance with HSE Enforcement Notices**



We offer Health & Safety services without the clipboards!



By outsourcing your H&S, you get the benefit of a qualified and experienced H&S expert without the expense of an in-house H&S department. By understanding the specific operations, processes, and risks associated with your business we will develop safety solutions that are tailored to the organisations needs.

“

*Put simply. If you are trying to navigate the mine field of health and safety, look no further than Craven Consultancy Services. They are a pleasure to deal with, super efficient and explain everything clearly and concisely. They were recommended to me and I will certainly be recommending them to others.*

”

**Justin Swingler**  
Asset 22



“

*For safety is not a gadget but a state of mind.*

”

**Eleanor Everet**

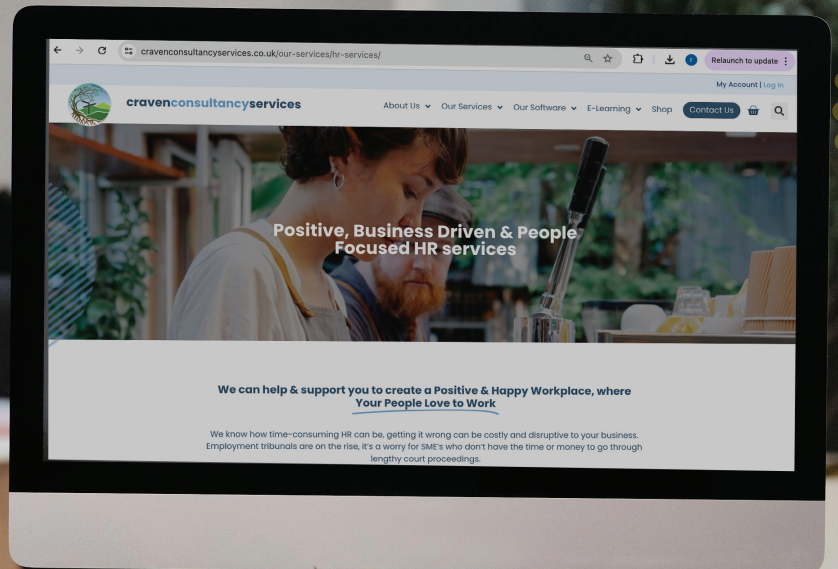
## We have various Health and Safety Support Packages to suit your particular needs

Please get in touch to discuss your options on  
**01756 860 600**

Our Health & Safety & HR Compliance Toolkit is a perfect solution for ensuring your company compliance, or alternatively we can offer a retainer package for your ‘peace of mind’

**Scan the QR code or visit us at:**  
[www.cravenconsultancyservices.co.uk/our-services/health-safety-services](http://www.cravenconsultancyservices.co.uk/our-services/health-safety-services)





## HR

We help & support you & your business to create a positive & happy workplace, where your people love to work. We strive to improve operations & positively empower your people who keep your organisation growing.

We cover:

- Annual Policy Review & Updates
- Annual Review & Gap Analysis
- Change Management & Organisational Design
- Company Policies
- Company Wide Stress Risk Assessments
- Data Protection & GDPR Audits
- Employee Handbook
- HR Casework
- Pay & Reward
- Performance Management
- Quarterly Meetings
- Recruitment & Selection
- Redundancies & Restructures
- Teambuilding
- Workplace Wellbeing



We will take the time to really understand your business, helping you make the best decisions for your business & your people.

“

*We have been using Craven HR services for a few months now and it has been a huge efficiency saving for us. The HR software is super easy to use and speeds up many of our processes including inductions. Our main driver for looking for external HR services was to have dedicated professional advice - Dee Newton at Craven HR is fantastic and very knowledgeable. Communication is key in any B2B interaction, Dee has laid out the road map for our HR journey in clear goals and actions whilst providing bespoke documents and clear advice along the way. Would absolutely recommend Craven HR!*

”

**Richard Wiggall**  
Part B



We support you with practical advice for a wide range of HR and people related matters.

Please get in touch to discuss your options on **01756 860 600**

“

*To win the marketplace, you must first win the workplace.*

”

**Doug Conant**

**Scan the QR code or visit us at:**  
[www.cravenconsultancyservices.co.uk/our-services/hr-services](http://www.cravenconsultancyservices.co.uk/our-services/hr-services)





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## E-Learning Courses

Empower your people & your business with our E-learning solutions. Our engaging courses can be taken at any time, in any place and on any device. All courses are approved and priced to offer the best possible value to your business.

We cover:

- **Business & Leadership**
- **Building Related**
- **Environmental**
- **Fire Safety**
- **First Aid**
- **Food Safety**
- **Hair & Beauty**
- **Health & Safety - Mandatory & Statutory Training**
- **HR/People Management**
- **Mental Health First Aid**
- **Induction (Onboarding)**
- **Health & Social Care**
- **Hospitality**
- **Mental Health & Wellbeing**
- **NVQs**
- **Occupational Health & Wellbeing**
- **Security**





“

*The suite of courses I undertook, were well constructed and easy to follow for all levels of knowledge and experience. Useful both for acquisition and CPD knowledge. The course content was well planned with great support if required!*

”

**Steven Glass**  
Part B.

**Start to make learning & development a key part of your organisation’s positive culture.**

Discover our comprehensive range of fully approved, interactive video E-Learning courses, designed to equip you and your employees with the training and qualifications you need.

Our tailored solutions provide all the necessary training to support and enhance your business.

Once you have seen what we have to offer, don’t hesitate to get in touch and we will be happy to get you set up with your E-Learning solution.

We offer discounts to all charities & CIC’s, please get in touch to chat with the team.



**Certified | Creative | Convenient**

“

*Continuous learning is the minimum requirement for success in any field.*

”

**Brian Tracy**

### Know your legal responsibilities

Our mandatory and statutory Health & Safety courses provide a quick and cost-effective way of working towards compliance.

**Scan the QR code to know the legals**

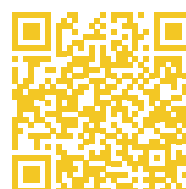


**We have various bundles & subscriptions available to train up your whole team**

Please visit us online to find out more

**Scan the QR code or visit us at:**

[www.cravenconsultancyservices.co.uk/e-learning](http://www.cravenconsultancyservices.co.uk/e-learning)





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Get it off your  
desk and safely  
into the cloud

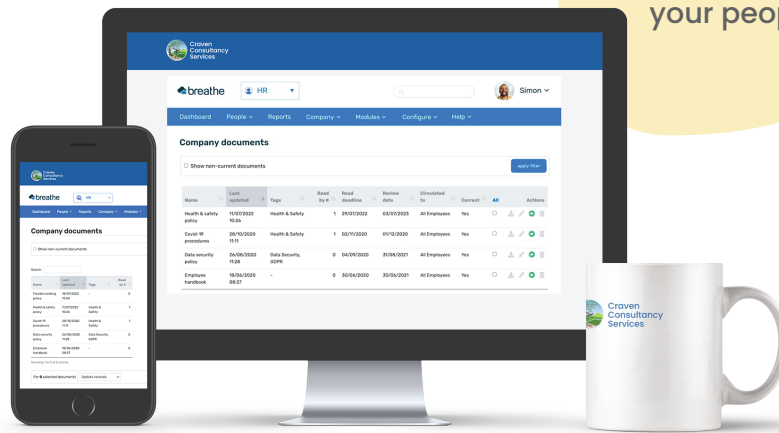
## Software

We have both Health & Safety and HR Software options available. Every business has different requirements and we have a variety of software to offer you. Sometimes our clients will utilise more than one option to complement the other, giving you that competitive edge and allowing you time to concentrate on other things.

Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/  
our-software](http://www.cravenconsultancyservices.co.uk/our-software)



Modern software for your people



### HR Software:

**Better use of your time**

Streamlines and automates those repetitive and time-consuming people management tasks

**Stay Secure, GDPR Compliant**

Less risk, all your employees' data safely in one place

**Welcome new employees**

Create onboarding new starter checklists, send out offer letters and contracts

**Engage your staff**

Self Service – Give your people a system with their data, they can access anytime, anywhere

**Cloud Ecosystem**

HR software that links to Xero and Quickbooks

**Make payroll painless**

Run your entire payroll in just 5 simple steps

**Easy to use & mobile friendly**

Access information quickly, anytime, from anywhere

**Competitive edge**

Stay ahead of competitors and attract and retain top talent

### Other additional HR modules:

Expenses, rota, time & attendance & recruitment module options

### H&S Software:

**24/7 cloud portal**

Review checklists & incidents, with 24/7 access via the cloud

**Risk assessments**

Complete risk assessments quickly and easily with our bank of templates and suggested control measures

**Real time reporting**

Stay informed with real-time notifications & reporting

**Works where you work**

Usable on mobile and tablet with our iOS and Android app

**Saves time**

By automating processes and assigning tasks to individuals

**Record keeping**

Ensure that equipment and machinery is kept up to date within sections and services

For more information on our software, don't hesitate to contact us on:  
**01756 860 600**



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Services

## Combo H&S & HR Retainer

Perfect for small, medium &  
start up businesses



“

*We have worked with Craven for the past fourteen years and they have been heavily involved in our health and safety needs providing expert advice relating all aspects of the Estate.*

*CSS have been very instrumental in providing an online system which we find a great asset to our business in providing risk assessments, method statements, COSHH assessments and keeping our employees up to date with training. Craven are now looking after our HR requirements. Dee who is leading this area of the business is very knowledgeable and is quick to respond either by phone or email, and the advice they give us is invaluable. I would therefore recommend CSS to any business who needs support to any HR issues.*

”

**Wendy Batesman**  
Broughton Sanctuary

Our 'Peace of mind' Health & Safety & HR Retainers are a perfect solution for ensuring your company compliance and reducing the risk of any potential litigation.

We work alongside you to protect your business & your people to build a great business foundation; focusing on continuous improvement, a safe working culture & risk management. We are more than happy to discuss a bespoke retainer that fits your business. All of the benefits

of an internal HR & H&S department at a fraction of the cost. Start with one of our packages to suit your needs, and add on services as you go. We can also adapt our Health and Safety Support packages to suit your particular needs, just get in touch to discuss the options.

Start with one of our packages to suit your needs, and add on services as you go.



## H&S

- Competent Person & Personal Health & Safety Advisor
- Helpline & Email Advice
- Annual Review & Gap Analysis
- Quarterly Meeting – Face to Face or Remote
- H&S Mini Audit
- 5 E-Learning Courses (exc. Premium)
- H&S Policy
- Templates & Toolbox Talks
- Assistance with Risk Assessments
- COSHH Assessments
- Monthly H&S & HR Newsletter

## HR

- Personal HR Business Partner
- Helpline & Email
- Annual Review & Gap Analysis
- Quarterly Meeting – Remote
- HR Audit & Action Plan
- People Advice, Coaching & Solutions
- Contract/s of Employment
- Employee Handbook
- Statutory HR Policies & Procedures
- Bespoke Company Policies
- Workplace Wellbeing Toolkit
- Monthly HR & Health & Safety Newsletter



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# Compliance Toolkits

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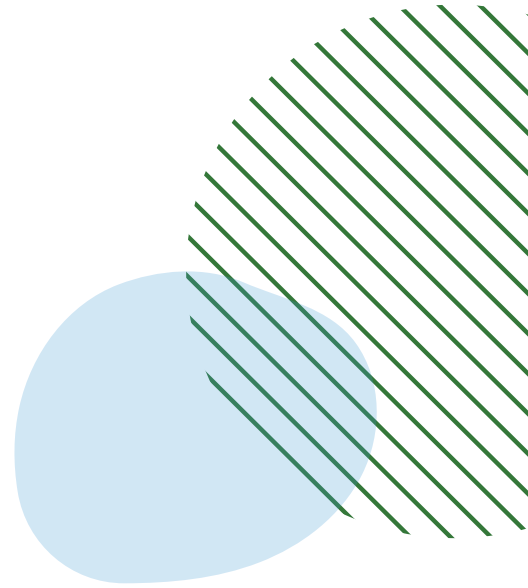
Our toolkits are a great option for small businesses to stay up to date with employment laws.

“

*As a growing business, we specialise in Escalators and not HR; therefore we reached out to Dee Newton @ Craven HR. Dee gave us the correct legal advice and support, giving us peace of mind, to protect our business and our people. She confidently provided us with an external and independent perspective. It is great to be legally compliant and reassurance from Craven HR that our company documents are current and up to date.*

”

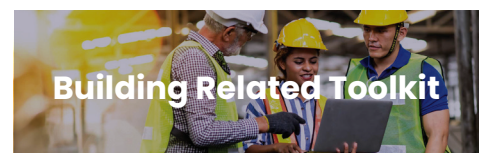
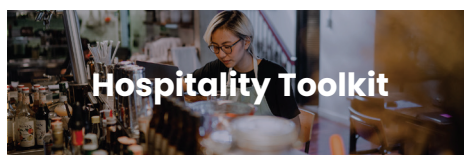
**Ian Jolly**  
IJ Escalators



## Our Health & Safety & HR **Compliance Toolkit** is a perfect solution for ensuring your company compliance, or alternatively we can offer a Retainer Package for your ‘peace of mind’

Our Toolkit provides you with the necessary advice and guidance from our Health and Safety Advisors to help you to manage your own health and safety as well as the health and safety of the people who work for you, your clients, and others such as the public. The toolkit also acts as a signpost to more detailed advice.

SME's have a unique challenge of needing to navigate various employment laws while growing their company with minimal resources. An HR Professional can help reduce the risk of any potential litigation and help you avoid common pitfalls with these laws, keeping your business safe from unnecessary risks and costly penalties.





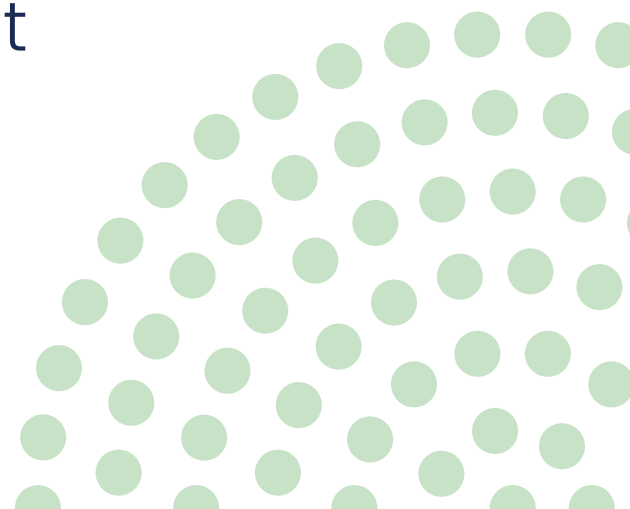
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Consultancy  
Services



# Organisational Design & Change Management

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The right organisational design and structure with effective and efficient operational systems and people practices is essential for any business to thrive and grow – it is the foundation on which success is built.





## When organisational design is effective it can have a number of benefits, including:

- ✓ Increased efficiency
- ✓ Safer working conditions
- ✓ Faster and more effective decision making
- ✓ Better customer relations
- ✓ Improved quality of goods and services
- ✓ A happier, healthier and more motivated workforce
- ✓ Higher profits
- ✓ Greater preparedness for future challenges

Through the use of recognised process mapping and strategic management tools, our experienced and approachable HR team can transform your business. We'll work with you to understand your current state, and where you want (and need) to be, and then develop a plan to help you bridge that gap. Our expertise in change management, internal communication and employee involvement techniques will help you achieve a people structure and systems framework supports the achievement of your strategic goals.

“

*Continuous improvement is not about the things you do well – that's work. Continuous improvement is about removing the things that get in the way of your work. The headaches, the things that slow you down, that's what continuous improvement is all about.*

”

**Bruce Hamilton**



### Remember this...

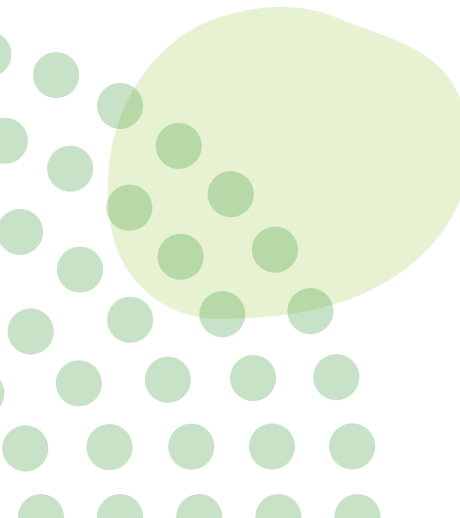
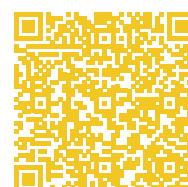
Maintaining a small 'family' led business mindset doesn't mean avoiding growth or innovation.

It's about preserving the core values and advantages that make small businesses special while embracing strategic opportunities for expansion and improvement

## We take a holistic approach to restructuring organisations & managing change

Please visit us online to find out more

Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/our-services/hr-services/organisational-design-change-management](http://www.cravenconsultancyservices.co.uk/our-services/hr-services/organisational-design-change-management)





## Workplace Wellbeing

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There is always a degree of resistance with regards to employee wellbeing; workplace wellbeing strategies and initiatives, particularly for SME's – there is always something more important to spend the money on, or is there?

The top three benefits of employers increasing their focus on employee wellbeing:

- ✓ A healthier and more inclusive culture
- ✓ Better work-life balance
- ✓ Better employee morale and engagement



We offer a wide range of **wellbeing** policies.

- **Alcohol & Drug**
- **Anti-Bullying & Anti-Harassment**
- **Breastfeeding & Expressing**
- **Equality, Diversity & Inclusion**
- **Eye & Eyesight Testing**
- **Family Friendly**
- **Flexible Working**
- **Health & Safety**
- **Lone Working**
- **PPE**
- **Compressed Hours, Hybrid & Homeworking**
- **Menopause & Menstruation**
- **Manual Handling**
- **Onboarding Policy**
- **Performance & Support**
- **Redundancy**
- **A Right to Disconnect**
- **Severe Weather & Disruptions**
- **Sickness Absence**
- **Workplace Wellbeing**
- **Violence At Work**
- **Whistleblowing**

Traditionally, when articulating the business case for managing people's health, employers focused on quantifying the negative impact of ill health such as the cost of sickness absence. Recent thinking reflects a more positive business case, and growing evidence showing a positive link between the introduction of wellness programmes in the workplace

and improved engagement and performance levels. There's no 'one-size-fits-all' approach to designing a health and wellbeing strategy; its content should be based on the unique needs and characteristics of the organisation and its workforce. If you are interested in what we can offer, let's simply have a chat.



### Workplace wellbeing toolkit

We offer our workplace wellbeing 'Stress Risk Assessment' & Wellbeing Strategy Toolkit

Within this 'Toolkit' we will give you positive strategies on how to implement a 'Workplace Wellbeing Strategy'.

Craven has signed the Mental Health at Work Commitment.



We are genuinely committed to supporting the mental health of our people.

Scan the QR code or visit us at: [www.cravenconsultancyservices.co.uk/our-services/hr-services/workplace-wellbeing/](http://www.cravenconsultancyservices.co.uk/our-services/hr-services/workplace-wellbeing/)





## Employee Assistance Programme (EAP)

Our EAP programme offers an affordable Health and Wellbeing plan for employees and families. Our 360 Wellbeing Personal Support Programme (PSP) is the only health, wellbeing, and benefits app your employees and their families need.

The top three benefits for our Personal Support Programme (PSP) for employees & their families:

- ✓ Unlimited 24/7 access to a GP
- ✓ 24hr support line, 365 days a year
- ✓ Huge savings on top brands for employees & their families

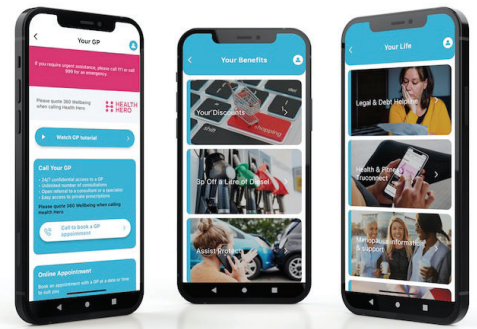




We offer a reduced rate if purchased through Craven

With a comprehensive suite of services, members can quickly book an online GP appointment, speak with a therapist, and gain instant access to discounts and savings from over 1500+ well-known brands. All the services are easily accessible through one user friendly app.

Previously only accessible for employees of large corporates or those with private medical insurance, 360 Wellbeing's PSP makes essential health, wellbeing, and financial services + discounts available for everyone at a fraction of the cost.



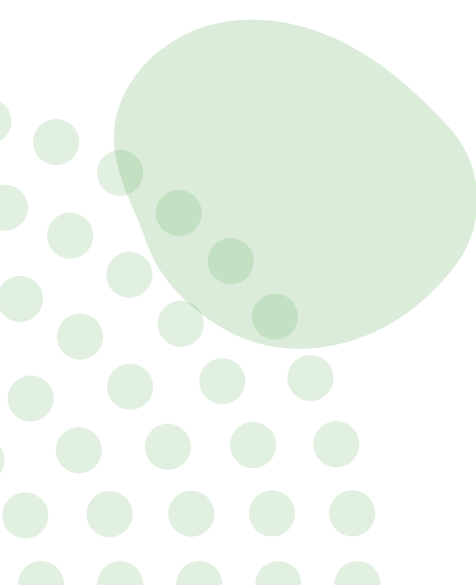
In a cost-of-living crisis and when NHS GP and mental health services are difficult to access, 360 offers employees a service they value and complete peace of mind.



## What's included in the PSP:

- **Unlimited GP cover**
- **Uncapped sessions of therapy and counselling**
- **High street discounts**
- **Eye screening tests**
- **Online fitness with truconnect. Online work outs with les mills, yoga, pilates**
- **Mindfulness sleep programmes**
- **Mental health programmes**
- **Legal help and assistance with any legal matter though a 24/7 helpline.**
- **Free will writing service**
- **Healthy eating recipes**
- **Financial support**
- **Menopause support**
- **3p off a litre of diesel**
- **Motor accident assistance**
- **Van accident assistance**
- **3 Months free of motorbike assist**
- **3 Months free of cycle assist**
- **3 Months free of property assist**

Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/our-services/hr-services/employee-assistance-programme-eap/](http://www.cravenconsultancyservices.co.uk/our-services/hr-services/employee-assistance-programme-eap/)





Craven  
Consultancy  
Services

We help and support  
to create a positive  
and happy workplace

## B2B Partner Referral Reward Scheme

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Earn 10% commission with our 'B2B' partner referral reward scheme. Do you have a client, customer, business associate, family member, friend or colleague who'd love us and positively benefit from our products & services?

All you have to do is scan the QR code, share the page and we will let you know when they become our client.



## Craven Newsletter

Explore the archive of our newsletters, your go-to source for all things Health, Safety & Law, HR & Employment Labour Law & our Products & Services



Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/about-us/monthly-newsletter](http://www.cravenconsultancyservices.co.uk/about-us/monthly-newsletter)

## Craven Blog

View our catalogue of blogs created by Craven Consultancy Services covering all the latest news from Health & Safety and HR.



Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/our-blog](http://www.cravenconsultancyservices.co.uk/our-blog)

## Our Special Offers

Craven Consultancy Services offers a range of Special Offers & Discounts. We're happy to discuss a bespoke package of services that fits your organisation.



Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/special-offers](http://www.cravenconsultancyservices.co.uk/special-offers)

## Request your free audit

A H&S & HR audit demonstrates the compliance of your current policies, procedures, documentation, practices and systems within your business.



Scan the QR code or visit us at:  
[www.cravenconsultancyservices.co.uk/claim-your-free-audit](http://www.cravenconsultancyservices.co.uk/claim-your-free-audit)



**Craven  
Consultancy  
Services**

Craven Consultancy Services  
Offices in Yorkshire & Kent

Phone: 01756 860 600  
Email: [info@cravenconsultancyservices.co.uk](mailto:info@cravenconsultancyservices.co.uk)  
www: [cravenconsultancyservices.co.uk](http://cravenconsultancyservices.co.uk)



**MENTAL  
HEALTH  
AT WORK  
COMMITMENT**