



The SHAPA Business Support Service Handbook



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Welcome to the SHAPA Business Support Service Handbook

Did you know?

As a member you have FREE unlimited access to the following via [0116 243 7598](tel:01162437598).

- Legal advice line
- Health & safety advice line
- Tax advice line
- HR advice line
- VAT advice line
- Online resource which features an extensive document library containing over 700 business documents

It sounds too good to be true, but it isn't. Access to this premium quality service is free and included in your SHAPA membership. We believe that our member businesses may need supporting and protecting and are worth that investment.

The following pages will explain everything you need to know on:

- How to access the service
- What you can call about
- What you can find in the document library
- Why you need to use it

FREQUENTLY ASKED QUESTIONS

To give you a flavour of what you can access here are some frequently asked questions.

Advice Lines

Unlimited access to experienced advisors to help you with:

- Legal
- Health and safety
- Tax and VAT
- HR / employment

Website

Unlimited access to an online resource which features:

- Document library - access to over 700 documents, letters, policies to download and edit
- Health checks for HR and health & safety
- Regular news and legislation updates

How do I access the service?

- Advice line – call **0116 243 7598**. You will be asked for your name
- Website – [click this link](#) to access your site. Login as a member on the SHAPA website to access the SHAPA business website. Your username and password are on that page for input and access.

What can I use the service for?

Anything related to legal, health & safety, tax or VAT, HR and employment law. You don't have to wait until you have an issue or a serious problem before you call. The advice line will help answer any questions you may have.

Are there any additional services?

Yes there are! If you feel you need a more bespoke service our partners at Qdos can create a solution that is perfectly aligned to your needs. Call **01455 852028** for more information. Please note that additional services may have charges.

You may also visit our Online Shop where you can find a range of ad hoc consultancy services.

WHO YOU GONNA CALL?

The SHAPA Business Support Service advice lines of course!

The advice lines are here to help you... and not just if you have a serious problem or issue. They can help you with any questions you may have, whether they be positive or negative. These are the kind of subjects the advisers can help with.

HR / Employment Law	Legal
0116 243 7598	0116 243 7598
Guidance on access to web documents	Legal disputes
Staff grievances and disputes	Contract disputes
Disciplinary issues	Commercial law
Absenteeism	Employment law
Disability issues	Company law
Medical capability	Directors disputes
Equal pay	Data protection
Maternity / paternity allowances	Tax and VAT issues
Shared parental leave	Insolvency
Contracts of employment	HMRC investigations
TUPE issues	Collecting debts
Eligibility to work	Small claims court procedures
Managing apprentices	Landlord or tenant issues
Calculating settlement agreements	
Redundancy	
Calculating holiday pay / sick pay	
Maternity leave	
National living wage	
Working time regulations	

Health & Safety[0116 243 7598](tel:01162437598)**Tax**[0116 243 7598](tel:01162437598)

Start-up requirements

Treatment of Benefits in Kind

Protective equipment

Corporation Tax calculations

Training

Liabilities to Capital Gains Tax

Gap analysis

Property income and expenses

Compliance issues

Residency status

Completing risk assessments

Remittance based on foreign income

Health & safety policies & documents

Stamp Duty Land Tax liabilities

Fire safety

Travel and subsistence costs

Accident reporting

Inheritance Tax and Estates

First Aid requirements

HMRC enquiries / investigations

Hazardous substances

Penalties

Employee Safety Handbook

VAT[0116 243 7598](tel:01162437598)

VAT registration

EU Reverse Charge mechanism

Place of Supply rules

Partial exemption

VAT on land and property

VAT rates on output services

Recovery of foreign VAT

SHHH! YOU'RE IN THE LIBRARY

Discover the Document Library

One of the main features of the website is the comprehensive document library, which has over 700 downloadable template documents.

They cover a range of subjects that can guide you through the complete employee lifecycle – from recruitment to exit, health and safety and legal matters.

HR Document Library	Health & Safety Library	Legal Library
Recruitment & selection	Getting started in H&S	Checklists & documents
Induction & probation	Developing a H&S policy	Company law
Contracts of employment	First aid & RIDDOR	Debt recovery
Employee handbook	Risk assessments & audits	Insurance
Performance management	Fire safety	Intellectual property
Training & development	Manual handling & lifting	Online trading
Employee reward & benefits	Working at heights	Property
Grievance, mediation & discipline	Workplace equipment and vehicles	Suppliers & contracts
Attendance management	The working environment	Business documents
Exit management	Vulnerable groups	Business letters
HR administration	Food safety	Company documents
	Physical & psychological hazards	Company meeting documents
	Construction & CDM regulations	Partnership documents
	Chemical substance & biological hazards	Landlord & tenants

It is easy to navigate your way around the document library, but there may be times when you may not be sure which document you actually need. In this case just call the advice line on [0116 243 7598](tel:01162437598) and the advisors will be happy to help you.

BE AWARE

You need to manage your employment affairs – there may be consequences if you don't

This is why you need HR support

Whilst the threat of financially crippling employment tribunals has diminished there are still many pitfalls facing employers and they can have serious financial consequences. All employers should be aware of these threats and if you need advice on how to avoid the unpalatable results please call the Advice Line and get practical advice from the HR advisors

Topic	If you do this	These are the consequences
Contracts of employment	Failure to give employees a contract of employment	It will cost you 2-4 weeks' pay £950 for 2 weeks - £1900 for 4 weeks' pay
Flexible working	Breach of flexible working regulations	Compensation due to the employee up to a maximum of 8 weeks' pay or £3800
National minimum wage	Failure to pay the national minimum wage	Fine of up to £20,000 per person and being publically identified on the Government Naming and Shaming list
Right to work in the UK	Failure to check that employees have the right to work in the UK	Increased penalties now in force and applied on a sliding scale. For a first breach in a 3 year period the penalty is £15,000 per illegal worker. For a second or subsequent breach the starting point is £20,000
TUPE	Failure to consult and inform on TUPE	Fines of up to 13 weeks' pay – not capped at statutory rate
Unfair dismissal	Dismissal of an employee that is challenged and deemed to be unfair	No Minimum limit on a weeks' pay. Based on a capped amount of £475 per week

OPEN ALL HOURS

Your Online Shop

As a member you have access to an online shop where you can easily purchase key HR, employment and health & safety services at special member rates.

These services are available on an ad hoc basis so you can buy what you want when you need it. No contracts involved!

HR / Employment Services	Health & Safety Services
HR audits	H&S audits
Contracts of employment	Audit reports & training needs analysis
Employee handbook	H&S training courses
DBS checks (standard & enhanced)	
ID & financial checks	
Eligibility to work checks	
Driving licence checks	
HR training courses	
Human job analysis	

For further information call [01455 852028](tel:01455852028) or email sales@qdosconsulting.com