

# Social Impact Report 2021/2022

Established in 2009, Roots HR CIC's vision is to improve social sector outcomes through better people management. We seek to achieve this through our mission of providing high quality, practical and affordable human resources services on a greater than profit basis tailored to social sector organisations.

As a social enterprise, our social purpose is to improve the management of people within social sector workforces through the provision of our HR services and via development opportunities for their leaders and managers.



During financial year 1st April '21 to 31st March '22 we delivered 4008.5 hours of HR consultancy to 165 clients within the social sector; allowing us to transfer knowledge, promote learning and improve people management within the sector, maximising client resources for frontline service delivery.

This consultancy was delivered through our range of employer-led HR services:

- COMPLY, our employment law and people management advice service,
- PERFORM, our consultancy and project management service and
- GROW, our learning and development services.

Using profits generated in fy '20-'21 and in-year, we are proud we were able to fund the development and delivery of these free HR services using 69% of our operating profit. This was delivered as:

- **Free HR Consultancy**

Delivered 44.75 hours of free HR consultancy to social sector employers via our 1-hour free voucher, to the value of £3,888.25

Feedback from 1 user of the free 1-hour:

**Q: How did you find our service?**

*A: It was great, I got everything I wanted.*

**Q: We would be really grateful to hear your reason(s) for this...**

*A: Roots HR understood exactly where we are as a non-profit and where we are wanting to go. They were able to advise on how we might approach a restructure of our HR function.*

**Q: To what extent will this free advice from Roots HR help improve people management within your organisation?**

*A: Significantly*

Feedback regarding our toolkits:

**Q: How would you rate Roots HR's Toolkit(s)?**

*A: They're great, it's got everything I need*

## • Toolkits

Developed and published 8 (from a series of 12\*) HR Toolkits on topics including:

- Recruitment
- Selection
- Pre-employment Checks
- Induction
- Probation
- Agile appraisal
- Wellbeing at work
- Pay and benefits

\*The remaining 4 Toolkits will be published in fy '22-'23.

Each toolkit is jam-packed full of useful guidance, templates, tools and training webinars to support social sector organisations.

In total 2,749 toolkits, with a retail value of £986,551 were requested by social sector employers.



**Q: We would be really grateful to hear your reason(s) for this...**

*A: These resource packs are great for a new organisation like ourselves. The inclusion of a recorded webinar is such a fantastic addition to the toolkits.*

**Q: To what extent will the FREE Toolkit(s) from Roots HR help improve people management within your organisation?**

*A: Significantly*

**Q: We would be really grateful to hear your reason for this....**

*A: They have the answers saves you time and needless searches, they have everything you need.*

**Q: What will you do differently now as a result of the Toolkit(s)?**

*A: Set my policies up, get templates ready and update the team on what is going on*

- **Documentation**

Delivered HR documentation, totalling to £318.75 to a start-up social enterprise who stated, “I know (this) is going to be a positive long-term relationship.”

- **Learning and development**

Delivered 4 webinars to 120 delegates on topics including:

- Post Covid working
- Mental health and wellbeing
- Managing volunteers
- Inclusive recruitment



**Q: What will your organisation do differently now as a result of the Toolkit(s)?**

*A: Be more professional, have staff welfare in mind, training and nurturing.*

Shelley Hart, Havering Volunteer Centre

Feedback regarding L&D

**Inclusive recruitment -**

“Webinar was really helpful and insightful”

**Post covid working -**

“It was helpful as we are at the point of implementing our hybrid working policy and there are a variety of responses to how staff feel about coming back into the office.”

“I took some tips on hybrid communication from the webinar which will be helpful.”