

New Dawn Resources



Company Brochure
2022-23



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“New Dawn is much more than an outsourcing provider. Our team perform a key role in our clients’ businesses, offering a range of on-site and remote services. From ensuring your documentation and procedures are legally compliant to supporting your organisations objectives.”

Vanessa Scrimshaw
Director

Our Objectives



Established in 2008 we have become a leader in our market, setting the standards for customer service and HR expertise at an accessible cost.

We are transformative rather than transactional; supporting directors and managers from a wide range of sectors. New Dawn is proud to be regarded as the 'people' people.

Our Approach

We believe in ensuring that our clients have flexibility to select how they work with us, to suit their business needs and operations. Businesses are free to change the way they work with us at any time. This approach means our clients stay with us because they want to, not because they have to.

Our Support Models

We have a range of support models which allow clients to choose the service best tailored to their needs and budget. From our introductory HR connect service all the way to a bespoke support package with a dedicated HR business partner.



Meet the **Directors**



Vanessa Scrimshaw

Vanessa's early career led her to creating New Dawn back in 2008. As a Chartered Fellow and a well respected practitioner, Vanessa's specialisms and commercial outlook have made her an invaluable partner to many businesses across the UK. She is well known for delivering business solutions through effective people management, strategy development and resourcing.



Cheryl Evans

Cheryl enjoyed many varied roles before joining New Dawn. Very much a Yorkshire Lass, Cheryl has built strong relationships with businesses across the region. She understands perfectly the needs and concerns of local people and their businesses. Her hands-on approach often sees her supporting managers in all areas of their business, from performance management, employee engagement and training & development.



Meet the **Directors**



Kate Booth

Having previously worked as an employment law solicitor Kate joined New Dawn in 2018 and since then has been an invaluable member of the team. Kate's considerable experience and knowledge of any issues relating to employment law such as contracts, redundancies and tribunals come under her speciality and are called upon by our clients every day.



Sarah Harrison

Sarah has a diverse career background that has taken her all over the world and is a founding member of New Dawn. After 20 years of working within the food, manufacturing and logistics industry from the shop floor to senior board level, Sarah now works across the private and public sectors. She delivers solutions for culture change and skills development and is a member of the Inclusive Economy Board for Barnsley and Chair of the More and Better Jobs Executive.



Retained Packages



Our retained packages are based on remote advice and guidance provided by our HR Advisors. Any chosen package can be extended to include more advanced services as and when you require.

All retained packages are based on employee numbers.

HR Connect

Our first level of support includes unlimited access to expert HR advice via our contact centre and regular email updates focused on current HR issues and legislation.

HR Support

This builds on the services within HR Connect and includes a comprehensive suite of core HR documents and regular updates to your contracts and business handbooks. Also included is access to our employment law update newsletters and an invitation to our dedicated HR seminars.

HR Advanced

In addition to services included within the Support package, this enhanced offering also includes preparation of bespoke letters and documents tailored to your branding and style. This may include documents for employee relations procedures and restructures; for example, advising and preparing selection matrices for potential redundancies, letters to staff and scripts for meetings.

The advanced package includes an option for virtual meetings to facilitate group discussion of client queries, and a discount on other services such as employee meetings, onsite support, and training courses.

Table of **Services**



Summary of options – choose the level that suits you

Included Service	Retained Packages			Bespoke
	HR Connect	HR Support	HR Advanced	HR Partnership
Unlimited access to HR Contact Centre	✓	✓	✓	✓
Subscription to newsletters and routine updates	✓	✓	✓	✓
Free access to our annual Employment Law Update	✗	✓	✓	✓
Bespoke Contracts & Handbooks	✗	✓	✓	✓
Suite of bespoke HR documents and tools	✗	✓	✓	✓
Annual review and update of contracts and handbooks	✗	✓	✓	✓
Drafting letters and providing bespoke tools as and when required	✗	✗	✓	✓
Discounted rates on in-house & public training courses	✗	✗	✓	✓
A dedicated HRBP assigned to support all your HR needs onsite and remotely	✗	✗	✓	✓

HR Bespoke **Partnership**



Bespoke Business Partner Support

This tailored service from New Dawn provides an in-house HR specialist who will be able to assist you, as and when required either onsite or remotely. Your HR Business Partner will fully immerse themselves within your company, ensuring you have access to practical and legally compliant advice and guidance that is personalised to your business – its aims, values and core objectives.

Our premium service is priced per project or for the time you access your dedicated business partner. We can establish hourly, half day and day rates with you.

What does a bespoke HR Partnership support look like?

Running any business delivers many challenges that will include making decisions about your team. We understand that sometimes remote advice and guidance is not enough, you may need an HR professional beside you to guide and advise you objectively.

Having your own nominated HRBP means you never need to deal with a difficult HR issue on your own again.

All our HR Business Partners love getting out of the office and seeing clients in their work environments, meeting their team and getting a feel for the business.

We regularly visit clients to either support or take the HR lead on:

- HR strategy and change management programmes
- HR project delivery, including TUPE, restructuring and redundancy management
- Onboarding, including open days and international recruitment campaigns
- Attending meetings to update your team / board on legal changes and best practise or to assist you to move your HR strategy forward
- Employee consultation programmes
- Negotiations including union negotiations/pay talks and works committees
- Employee relations matters, investigations, hearings, appeals



What can we do for you?



New Dawn provides more than just HR advice. You will benefit from a range of solutions to help you get the best out of your people, negate risk and help you stay compliant.

While our HR packages help you manage the big issues, our contact centre helps you with your day-to-day operations.

Speak to us about our range of HR solutions, and find out how we can help to keep your business safe and successful.

How do we approach Employment Law issues?

From time to time every business will be in need of sound, honest employment law advice. Whether you are a current client or new to our service, we can be on hand to help if there comes a time when you may need a more legal approach. This could be as a result of a disgruntled employee who is threatening to sue you or a call from the ACAS early conciliation team as a precursor to an Employment Tribunal claim.

Our team of qualified and experienced HR Professionals are supported by our in-house employment lawyer.

Defending a claim can be time consuming, stressful, and expensive. We can do most of the work for you, reducing the stress and the costs. Our team will assess the claim against you and the risk to your business and give you honest, straightforward advice. We will work with you to defend the claim and minimise the impact on you and your business.

What does our HR Contact Centre deliver?

The modern workforce can at times present complex HR challenges. With our team behind you, you don't need to worry about being an expert in all of them. Our highly qualified team will help you stay compliant and avoid costly fines.

Our Contact Centre in West Yorkshire supports a range of clients on either our HR Connect, HR Support or HR Advanced

contracts. Our team are all C.I.P.D qualified professionals with experience of providing HR advice for business owners, employers, managers, and other HR professionals. We assist a broad range of clients across all sectors from charitable organisations, small family-run businesses to large national corporations.

There is no outsourcing to untrained third parties. You will only receive HR advice from UK-based professionals every time.

Are you looking for **training and development?**



We run training courses for directors, managers and employees all over the UK. Whatever you or your team require we have a broad portfolio of courses to choose from.

Download our training brochure for more in-depth information about our training courses and their content.

We can also devise bespoke courses specific to your organisation.

- Management & Leadership
- People Management Tools and how to use them
- Culture Change
- Workplace Resilience & Wellbeing
- Equality, Diversity & Inclusion
- Employment Law Update

For further details on training courses ask a member of the team or [click here](#).





Promoting Wellbeing & Resilience

Your business is only as strong as your team which is why we offer professional wellbeing workshops to help you get the best from your people. It makes good business sense to train your employees to handle life's hurdles, stay fit, and reduce sick days.

As human beings, we are all capable of amazing things even in the face of adversity. Investing in the resilience of your people is about recognising that at times they may face difficult life events. Equipping your team members with the skills and tools to manage these events is at the heart of our approach to resilience.

Our range of Wellbeing and Resilience tools and workshops will help reduce sick days, improve employee performance, and make it easier for you to grow your business.

For further details ask a member of the team or [click here](#).



Assistance preparing for an audit for third party accreditation

For a modern business, being able to demonstrate your accreditations and ethical standards is no longer an optional “feel-good” PR tool. If your business is looking to gain independent verification of your ethical compliance or strengthen your brand’s ethical standing, we can take care of the people side of things.

Social accountability is an important element of any sourcing and marketing strategy, which helps ensure better product quality, foster consumer loyalty, and emphasise good corporate citizenship.

Employment Law and sound HR practise is a cornerstone of most accreditation schemes which our clients aspire to gain. Whether you’re looking at ISO, BRC or SMETA we can save you and your team a huge amount of time researching the relevant standard, developing a gap analysis and getting your business audit ready.

For companies that are seeking or already have accreditation in place and are required to have a confidential call handling service for employees. New Dawn can facilitate this for your employees to ensure compliance.



We are **more than HR**



We also offer:

Confidential Complaint Handling service (whistleblowing)

The service provides organisations with a unique email address and a phone number to enable employees and workers to report concerns relating to their employment. It can be designed to meet your specific needs to ensure compliance with various accreditation bodies, such as BRC. You can limit the kind of contact to whistleblowing or make it as broad as handling any kind of complaint, such as bullying, discrimination, Health & Safety and even food safety.

Our team will work with you to design posters and memos to announce the scheme to your team members and formulate a bespoke email address.

Psychometric Assessment

Psychometric tests are used by employers to assess a range of different things from intelligence, potential and personality. There are quite literally 100's of different tests on the market, but here at New Dawn we have partnered with the platform DiSC.

DiSC has been designed to unlock engagement, inspire collaboration, and ignite cultural transformation. DiSC assessments can be used by individuals and teams to understand their behavioural styles and that of others.

Our experienced HRBP'S apply the DiSC framework to help individuals and teams to understand behavioural tendencies encouraging individuals to think about their own behaviour as well as that of others. DiSC can help your team members to predict and navigate relationships more effectively.

Recruitment

Recruitment is just one aspect of HR, getting it right and creating the right first impression for potential new starters is essential. At New Dawn we don't follow the traditional recruitment consultant path, we work with you in the same way that an internal HRBP might.

The only fee you will pay is the advert fee and the time needed to provide you with the level of assistance you require.

We partner with several online software experts to get your advert on a wide range of suitable job boards at discounted prices. Our partners will design and build you a unique online portal with log-in details so you can run or simply monitor each campaign.

“We have found Kate and the team at New Dawn Resources to be extremely reliable, trustworthy and have always felt that we are dealing with a professional company who will protect you by giving you the right advice. Covering our stores and warehouses nothing is too much trouble. I would not consider using any other company. I would recommend the company to any business.”

June Winfield

Owner of Winfields Holdings Limited and group of companies

“I have worked with Vanessa and the team at New Dawn resources for 10 years now. In the beginning I would rely on New Dawn when things went wrong, but the team gradually helped us understand that if we allowed them to help with our staff handbooks, policies and processes, then those problems would be greatly minimized or eliminated. We have a great relationship with New Dawn. Our employees know they are supported and our managers know they can rely on a knowledgeable team when they need it. Having New Dawn by our side means we can concentrate on being experts in our field, safe in the knowledge that they are experts in theirs.”

Karan Orlos

Sales Manager, UK & Ireland at Ypsomed AG

“I’ve worked with Kate for many years now and always appreciated how she translates the complexities of employment law into simple English.

Her advice has always been provided swiftly and expertly enabling us to deal with any problems effectively.

Her advice is worth its weight in gold.”

Dr Yusuf Shamsee

GP Partner, Oaklands Health Centre

“Initially we joined New Dawn after struggling for many years with a large business management company where the HR support was frustratingly absent.

Cheryl was a breath of fresh air, from developing basic HR staples such as handbooks, contracts, and training to being the direct support when needed, such as investigating grievances, disciplinaries and all other employment law needs.

Cheryl and the team at New Dawn are always around when needed and are able to give reassuring support and advice, taking the uncertainty out of managing the team. They are an integral part of the team.”

Ren O’Sullivan

HR Manager, Donaldson’s Vets Limited

Get **in touch**

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