



WHAT OUR CLIENTS SAY



Age UK Norfolk (formerly Age Concern Norfolk) provides a range of care services, information and practical advice to allow older members of the local community to lead healthy and happy lives. They are one of the most recognised and respected charities in the region, employing more than 160 staff.

They have always found it easier and more cost effective to seek outsourced support for their employment law, HR and health and safety needs.

However, as the charity grew, it sought a more comprehensive offer than the service it was receiving at the time.

Chris Schofield, Head of HR and Training at Age UK Norfolk, outlines why they chose EW: "Our previous support service provided impersonal and unspecific advice. We wanted better quality and more comprehensive support tailored to our exact needs. HR and employment law is a complex and fast-moving area and we wanted to be confident that we were getting it right."

They had an initial meeting with Ellis Whittam, where both organisations could talk through the ideal type of services required.

"We liked the fact that Ellis Whittam could offer us a complete service and that we would have a named adviser supporting our business," says Chris.

As with other Ellis Whittam clients, Age UK Norfolk also benefits from legal expenses insurance as part of its fixed fee which means that any potential costs arising from an employment tribunal or health and safety prosecution are paid by insurers at no extra cost to the client.

As well as 24/7 telephone support, Age UK Norfolk also has access to My EW, the web based employment law system providing guidance and templates and hosting all their confidential documents.

Chris concludes: "It's great having online access to our very own Age UK legal documents, employee handbooks and other materials as it ensures they are up to date and also saves such a huge amount of time."

"Whether a simple question where we want a considered opinion or the handling of a more complex issue - having someone on hand is a real plus point for us and gives us great peace of mind."

*Chris Schofield,
Age UK Norfolk*



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