



Professional & Regulated Sectors

Specialist HR for the Professional and Regulated Sectors

OVERVIEW

Whether you are a member of the professions or a different regulated business, APERS has the specialist skills to support you.

Running a business and employing people is difficult enough, but regulation adds a whole new level of complexity. Unfortunately, many standard HR and Management consultants have little or no understanding of the regulatory implications that otherwise straightforward issues might have. Getting it wrong therefore carries considerable financial and reputational risk.



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APERS founder, Adrian Poole, has years of specialist experience in dealing with issues arising in the professional and regulated sectors. He has seen where things can go wrong for want of some regulatory expertise. As an employment solicitor with an in-depth understanding of regulatory law, Adrian formally offered advice and assistance to the following sectors:

- Health & General Practice
- Social Care
- Dental
- Financial (including Accountancy)
- Education & Teaching
- Legal
- Charitable

APERS is now using those skills to fill the vacuum in affordable but specialist HR and Management support to professional and regulated businesses.

Whilst APERS is happy to provide day-to-day assistance on any HR issue which you or your team may be grappling with, we offer services which are particularly relevant to your sector, including:

Robust investigatory support

When an allegation is made by or against a professional or member of a regulated business, your regulator will demand you take appropriate action. You will be scrutinised to ensure that the matter is dealt with thoroughly, fairly and in keeping with your regulatory code. We have seen examples of where this simply does not happen, even under the watchful eye of an HR generalist.

Whether you would like APERS to take the worry off your shoulders by undertaking an investigation for you, or simply to provide your chosen internal investigator with objective and specialist oversight, we have the solution for you. We can also handle appeals.

Our approach will always be highly influenced by your regulatory rules and the evidence will be thoroughly tested to ensure that the outcome is justifiable. In our experience, anything else simply prolongs the issue as an irrational or inconsistent outcome can result in the offended party making a formal complaint to the regulator or raising a claim.

Ad-hoc Expert Support for Managers

You don't need us to tell you how much you have on your plate which is why we're here to support you. Whether you simply want a sanity check or need more detailed guidance on any HR or management issue, then you only need to send us an email or pick up the phone.

Business Auditing

This is a grand title for what is actually just a health check of your business.

Unlike the hoops you have to jump through for your regulator, the primary purpose of this is to understand your objectives and how you are perceived by your staff and clients. So often we see a disconnect between where an organisation sees itself and how it is perceived by others. Understanding this is crucial to staff morale, recruitment and staff engagement and overall success.

Want something more specific - e.g. mock regulatory visit? Just ask.

Project Management & Consultancy

No business can afford to sit still. Whatever the sector, there are challenges to be considered and overcome. APERS can provide you with all the support you need to evaluate your next step, assess your strengths and weaknesses and to realise proposals and recommendations. We can facilitate meetings to discuss strategies and structures in order to identify the correct course of action, mentor those to bring about change and be as involved as you wish us to be in the steps thereafter. This may be anything from creating specialist job specs, to having discussions on your behalf with regulators and other interested parties, to being involved in interviews or giving guidance on appropriate questioning techniques. Whatever the project, we can provide the resources you require, directly or through our network of trusted advisors. We will even be happy to have those difficult conversations with staff if you'd prefer not to!

Bespoke Training

Name the topic. APERS provides interactive training on a vast array of topics relevant to HR and management. Adrian Poole is an accomplished and engaging speaker/trainer who is often asked to present on areas of his expertise at conferences and seminars.

For the professional and regulated sectors, we particularly recommend training in the basics of employment law, protected disclosures and whistleblowing and unconscious bias. In practice we see these areas crop up again and again, with poor handling often leading to regulator intervention and legal claims.

Complaints Management

In the professional or regulated world, it is absolutely essential that complaints are dealt with thoroughly and in a timely fashion. Unfortunately, complaints are an ever-increasing demand on a manager or practitioner's workload, distracting that person from other priorities. Fortunately, APERS offers a service where we will consider and ghost-write responses to complaints, providing you with peace-of-mind and the time to concentrate on other things.

Data Protection & GDPR

The problem with a failure of process in one area of professional or regulated service is that it is likely to impact on another area. So it goes with any issue involving data. A complaint to the ICO is normally reportable to your regulator and can be a mark against you. The APERS approach is two-fold – to ensure that you understand your responsibilities over data security and have adequate processes in place and to give you the confidence to make the right decisions when it comes to data release, such as in response to a subject access request (SAR).

NEED SOMETHING ELSE?

APERS is happy to discuss the bundling of all or any aspects of the support referred to above into a cost-effective retainer service. If you have other associated requirements, just ask by emailing us at adrian@apers.co.uk or by giving us a call on **07419 285214**