

Summary note – Fit for the new dawn – business support webinars

Future proofing your business with lessons from the past

Our regular speakers:

Paul Jacobs and Howard Greenwood from *LoveWorkLife*
 Dave Pye and from *ToAugment*

Guest speaker

Paul Holcroft from *Croner*

Insight into the new flexible Job Retention Scheme (JRS)

Old scheme

- No or full furlough for an individual; if an individual worked even for 1 hour in the week the employer could not claim for the employee under the JRS.
- Pre-requisites:
 - 1) furloughed employee must not be undertaking any work whilst on furlough.
 - 2) to qualify the employee must have been on furlough for a minimum of 3 weeks.
 - 3) in response to the coronavirus situation.
- The employer can claim for an employee 80% of their salary (up to £2,500).

New scheme

- Flexibility: a business can furlough an employee for full or part time; employer can claim under the JRS for the hours an employee agreed to be furloughed for/didn't work.
- Contractual obligation (Employment Law): if an employee is furloughed part time, this needs to be agreed by the employer with the employee in writing (but doesn't need to be reciprocal i.e., signed back by the employee). Ensure to address any erratic shift patterns in the contract to avoid amending it too frequently.
- Claim for wages; employers can claim under the JRS for furloughed employees as follows:
 - June/July – 80% of wages (up to £2,500) plus pension and National Insurance Contributions (NICs).
 - August – 80% of wages (up to £2,500) but cannot claim for pension nor NICs.
 - September – 70% of wages (up to £2,187.50) but cannot claim for pension nor NICs. Employer must top up employees' wages to ensure they receive 80%* of their wages (up to £2,500).
 - October – 60% of wages (up to £1,875) but cannot claim for pension nor NICs. Employer must top up employees' wages to ensure they receive 80%* of their wages (up to £2,500).

*Employers can continue to top up an employee's wage above the 80% minimum.

- Annual leave (AL): employees on furlough continue to accrue AL at the usual rate and can take AL while on furlough. Employers can require an employee to take AL as long as the business provides double the notice of the leave an employee is required to take.
- Fraud: to address the abuse of the scheme, be mindful that the HMRC can undertake fraud investigations without involving the employers if there are any grounds for concern (max charge is 10 years in prison).

Please remember that all REC members can contact the REC Legal Helpline FOC.

Your questions answered

Q. What is the difference between flexible and agile working?

- Agile working is a tool used to achieve an employee's objective (efficiently); flexible working is one of the enablers for agile working.
- Some examples where a business has embraced (full or in parts) an agile way of working:
 - Hotdesking – removal of assigned/designated employee desks; it's about having the work done, not where you're doing it. This allows for businesses to downsize their offices.
 - Daily Scrum (daily stand-ups) – each morning teams give a quick update (approx. 15 min) around the work they've done yesterday and work they've planned for today.
 - Sprints – working in short sharp intervals/increments to deliver tangible products/outcomes quicker.
- Ensure as you transition to an agile working environment you adapt it to your specific business needs and train your staff to "sell" this process to your clients, as many may not be used to frequent touch points with their consultants so can find it overwhelming .
- Any flexibility (shifts/hours) should be contractually agreed.

Q. How can I identify the right technology for my business to stay competitive post-recession?




- Digitalisation is about simplifying tasks and being operationally efficient – ensure you measure what matters. Look at what your suppliers and clients are doing and think which tools you can adopt in your business – would they add value and provide a return on investment?
- Ensure your data and assets are secured and protected from external cyber threats. Your staff needs to be digitally upskilled and educated around basic cyber security.
- Video technology allows businesses to be market influencers; be a trailblazer and utilise technology to showcase your and the employers' branding (e.g., showcase virtually the offices of the potential employer to candidates); provide short video introductions of potential candidates to your client; explore candidate shortlisting AIs which will help remove (un)conscious bias.
- Where possible keep the professional and personal/social platforms separate.

Q. How can I achieve the most outcome with fewer staff?

- Start with rationally reviewing and rewriting your business and individual consultant's targets:
 - Review pre-lockdown profit per head that each consultant was achieving.
 - Evaluate in conjunction with your company's strategy how quickly your business can get back to that benchmark and how quickly you can drive above that line (use your CMR data).
- Optimise your time management through appraising your processes, internal procedures and technology; remove potential impediments and "waste".
- Be honest with your people, utilise and direct their strengths and link your reward system to the behaviours you want them to demonstrate.
- Consider promoting people to increase motivation (does not need to necessarily be supported by a pay increase).



Presenters' contact details

	
<p>Dave Pye <u>LinkedIn profile -</u> https://www.linkedin.com/in/davewpye/ dave@toaugment.com</p> <p>Website - http://www.toaugment.com/</p> <p>Call +44 (0) 20 3909 7990 or complete the online contact form here</p>	<p>Howard Greenwood <u>LinkedIn profile -</u> https://www.linkedin.com/in/recruitment-mentoring/howard@loveworklife.com</p> <p>Paul Jacobs <u>LinkedIn profile -</u> https://www.linkedin.com/in/pauljacobs/lwc/paul@loveworklife.com</p> <p>Website - https://loveworklifeconsulting.com/ Call Howard on 07966 251 582 Call Paul on 07960 055 756</p> <ul style="list-style-type: none">• Opening hours: Mon to Fri 8.30am to 6.00pm
	<p>Paul Holcroft Paul.holcroft@croner.co.uk</p> <p>Website - https://croner.co.uk/</p>