

Data Protection

If you are using personal data in your organisation, there are strict rules that must be followed. We are here to guide you through those rules, regulations and law.

The General Data Protection Regulations (GDPR May 2018) mean that many organisations must have a Data Protection Officer. Working in partnership we can fulfil this requirement. We will help make sure you are compliant with the latest legislation.

What we can help you with:

- Data protection plans tailored to your needs.
- Periodic reviews checking your compliance – with plain understandable actions.
- An expert point of contact including telephone and email advice, when you need it.
- Communication with the regulator acting if needs be on your behalf.
- Personal training sessions created with your specific requirements in mind.
- Access to our data protection e-learning and information areas.
- Training to create staff awareness.

And that's not all

We offer a broad range of other professional services both in assurance and general business support. All are designed to actively partner with and support our customers with the same philosophy of flexibility, quality and value.

Email us or give us a call – we would be glad to help.



Governance Health Checks

You might need to check where you stand on meeting any governance needs within your organisation. We can help.

A failure to manage and comply with any of a broad spectrum of business related requirements might be costly both legally and in terms of reputation. Our Governance Health Checks are designed so that you can understand your governance compliance and decide what to do next.

What we can help you with

- An overall assessment of your organisation's controls and compliance measures with suggested priority areas to tackle.
- Specific reviews of things like Data Protection, Information Security, Records Management, Cyber Security.
- Reports with action plans to improve current compliance. These can identify 'quick wins' and actions which will require a little more time to sort out.

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Records Management

Legal obligations to keep records for extended periods of time places a burden on administration and takes up valuable space. Our service deals with that for you.

We will undertake collection, filing, retention and disposal of your records making sure that your information is safe, retrievable on demand and private.

What you can get from us

- Full records lifecycle management from creation to destruction.
- Electronic logging of records to ensure full traceability at any time.
- Agreed retention schedules to ensure adherence to legislation.
- Flexible record delivery and collection services.
- Scan on demand services.
- Collection, shredding and disposal of confidential waste.
- Specialist disposal of magnetic media.

Our services are provided flexibly depending on what you want and what you need. We will work with you as part of an ongoing relationship you can trust – the first step is to contact us.

Need something else?

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Internal Audit

In most organisations effective audit is one of the keys to business health. We are here to help you.

Our audit service helps to keep finances in check, ensures organisational honesty and reduces the risk of reputational harm.

What you can get from us

- **Full Audits** – a schedule of periodic reviews of the key areas of your organisation.
- **Independent Testing of Transactions & Financial Systems** – reviews to ensure budgets are safe and that there is probity in transactions.
- **Bespoke audit reviews covering things like:**
 - strategies and plans
 - business processes
 - change programmes
 - programme and project management
 - internal controls
 - performance management

It is possible to do other reviews on request and services can be provided on either a one off or ongoing basis depending on what you wish. The starting point is to talk with us and we can guide you from there.

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Business Continuity

Customer expectation that services will be delivered on time, well and reliably day after day is getting higher and higher. This is where our Business Continuity Services can help.

When things go wrong our customers place an onus to recover very quickly. Our experts can support you to achieve greater resilience ensuring you deliver your services as consistently as possible.

What we can help you with

- **Risk identification and evaluation** - Identification of your risks and the level of threat to your organisation to enable you to counter them.
- **Business Continuity Plan preparation** - Development of a more formal Business Continuity Plan with the actions needed to bring resilience.
- **Business Continuity exercising** - Exercises to practice putting a plan into action in response to a problem.
- **Business Continuity review** - Annual reviews of your plans to ensure that they remain robust and current.

- **Business Continuity training** – courses to help you and your staff to respond better to future needs.

All our services can be provided on either a one off or ongoing basis depending on what you wish. The starting point is to talk with us and we can guide you from there.

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Cyber Security

Cyber Security issues are becoming prevalent and our dependence on IT is increasing. We are here to help protect you from the risks that the modern digital environment faces.

We have expert cyber security auditors who can make sure you are aware of the key IT risks you have and that you know what you can do about them.

What you can get from us:

- Cyber audits with risks and remedial actions identified.
- Specific review of Malware and Ransomware risks.
- Identification of disclosure of information issues.
- Review of inappropriate use of IT resources and internet access.
- Identification of denial of service (issues preventing day to day work).

Our audits are endorsed by the Police Regional Organised Crime Unit.

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Fraud Prevention

Organisations can be vulnerable to fraud in many ways and the effects are often serious, affecting reputation and finances. We can help.

Fraudsters are becoming more sophisticated and the working environment is changing at pace so control of risks is more challenging.

What you can get from us

- **Fraud reviews with independent testing and reporting** - Baseline of where your organisation stands right now.
- **Specific IT interrogations for fraud** - Review of vulnerable areas including email, internet and telephone misuse.
- **Fraud prevention strategies** - Essential documents to guard against future emerging fraud.
- **Counter fraud workshops, advice and guidance** - Services to increase your and your staffs knowledge.
- **Fraud risk alert services** - Alerts meaning you will know when a risk of fraud develops.
- **Independent fraud investigations** - Service to help deal with the unexpected.

Our services are provided flexibly depending on what you want and what you need. We will work with you as a one off or as part of an ongoing relationship – the first step is to contact us.



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Health and Safety



Health and Safety
at Work

Organisations face great and increasing H&S responsibilities. We can help guide you through the things you need to have in place to comply with requirements and to help you look after the people in your care.

We have expertise in Health and safety audit and can help you deal with the breadth of H&S compliance required. We can work with you to make sure you feel reassured and have clear plans to improve and maintain your position.

What we can help you assess:

- Accident, injury & ill health reporting.
- H&S action planning.
- Consultation and implementation of new H&S processes.
- Needs for maintenance, Inspection & Testing of equipment.
- Performance monitoring.
- Risk assessment needs.
- Safe Working Procedure needs.
- Safety management policy compliance.
- H&S skills, competencies instruction and training.

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Investigations

All employers have to follow policies in dealing with personnel issues but investigating them can be difficult. We have expertise which can help you.

We can handle investigations from initiation to panel in ways that fit your needs. We will work with you flexibly acting on your behalf and ensuring we comply with your policies and procedures.

What we can help you with:

- Disciplinary Investigations.
- Formal Grievance Investigations.
- Disciplinary/grievance end to end services including:
 - Interviews and evidence gathering.
 - Note taking.
 - Issue of all correspondence.
 - Full case file with Findings report and recommendation.
 - Presentation at panel or appeal if convened.

It is possible to vary the level of service on request and services can be provided on either a one off or ongoing basis depending on what you wish. The starting point is to talk with us and we can guide you from there.

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Risk Management

Risk management is a key consideration for any management team and an important link in performance.

Many organisations fail to manage their risks effectively which impacts on how well they do. We can provide expert risk management services helping improve your service delivery.

What we can help you with:

- **Establishment of risk management strategies, tools and techniques** – delivered flexibly depending on need.
- **Workshops to help identify key risks and opportunities** – development of effective risk management plans, scaled to meet the size of your organisation.

We can assist you in managing risks at any level for your whole organisation, specific services or for initiatives like change programmes. The starting point is to talk with us and we can guide you from there.

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