

Happy People – Healthy Business



We are Centric HR Limited, an outsourced HR provider specialising in consultancy and outsources service provision for public and third sector organisations. Our motto is ***“Happy People – Healthy Business”***, reflecting our belief that employee satisfaction leads to business success. We value guiding people through change and hold our core values in high regard.



Why We are Different/Why Choose Us?

Our core value lies in our tailored approach to client work, setting us apart within the industry. Each senior associate and staff member assigned to a project holds a Level 7 qualification or its equivalent – such as Fellow of the CIPD – and many possess project management training. With extensive experience in senior director roles in the public sector, our team brings genuine empathy and a deep understanding of the challenges associated with limited resources and the desire to achieve more with fewer personnel.

Who We Are

Centric HR was founded in 2016. Our primary focus is on providing consultancy and outsourced solutions to larger public sector entities known for outstanding quality and results as well as mitigating against legal challenge where workforce and ER changes occur.

Compliance and Governance

Centric HR serves the public sector with strong governance, risk management, and strict adherence to GDPR, data protection, and cybersecurity. The company holds Cyber Essentials Plus accreditation and meets Crown Commercial standards for quality deliverables.



Sandra Berns
Chartered FCIPD

Director & Senior
HR Consultant



What We Offer on RM6295

We provide a comprehensive range of human resources solutions in alignment with the Lot 2 Business Services – Human Resources including:

- Leave and absence management to fundamentally change culture. We optimise resources, systemise process, reduce absence, disruption and costs
- Performance management to drive efficiencies and incentivise the workforce through effective engagement, incentives and reward management options
- Implementing training and development programs, along with effective management, to invest in employees and position your organisation as an innovation leader, thereby gaining a competitive advantage
- Employee relations support and management with complex casework through effective real-time reporting and project management, using trauma informed trained investigators
- Conduct a compensation and benefits analysis to determine workforce needs, assess costs, and develop solutions that enhance productivity, improve affordability, increase attraction rates and reduce turnover
- Talent management and succession planning (including workforce planning) to provide an agile workforce to plan for change and the future
- Conduct employee engagement surveys and facilitate cultural awareness to positively address and prevent conflict
- Diversity and inclusion programs, including Board facilitation, to ensure workplace experiences reflect neurodiversity and inclusivity
- Conduct exit and offboarding interviews to gain insights into your workforce and reduce unnecessary departures and loss of talent.

“Centric HR were engaged to provide professional programme management for workforce transformation at the George Eliot NHS Trust. The Centric team clearly relished the transformational challenge this project presented, their energy, creativity and focus on delivery provided a much-needed injection of pace. They provided advice and support to our clinical leadership right across the organisation giving them the confidence to embrace change and get things done. The programme was successful and exceeded target delivery in both time and savings.”

**Operational Director of Finance,
NHS Trust**





Strategic Capability and Transformational Change

Additionally, we offer bespoke transformation advice from strategic creation and planning to implementation and mobilisation. This includes:

- Merger and acquisition
- Restructures and redundancies
- Workforce efficiencies and cost improvement programmes
- Workforce planning, including for new services
- Digital transformation and cost improvement.



Surge Capacity and Smaller Projects

Centric HR can also provide solutions for surge capacity for complex casework, temporary staff placements, and cover for long-term absences on prioritised projects.



Benefits to the Buyer (efficiency, automation, quality, outcomes)

Customers benefit primarily from our expert advice, which stems from real-world experience. We consistently deliver high-quality outputs and deliverables that are both timely and within budget. For project deliverables, we have a strong track record of not only identifying key cost efficiencies but also implementing them to achieve actual savings, whether through workforce optimisation or digital transformation.



Value Propositions (innovation, cost control, technology integration)

We use platform management systems that let clients track project progress in real time, ensuring transparency. Key metric and milestone reports are instantly available for review. All work minutes are logged to provide clear value for money. Digital resources reduce travel costs and expenses, allowing clients to invest more effectively in needed services and supporting our commitment to sustainability.



Case Studies

1 A public sector organisation sought to review its workforce and services to achieve cost savings. Through effective engagement with staff and managers, we successfully identified new models of service for the business. This enabled us to adjust shift patterns and service delivery approaches. As a result, through effective staff engagement, we provided a plan that projects recurrent savings of £1.7 million over the next five years.

2 We conducted a cultural review alongside complex investigations into sexual harassment, bullying, and equal pay issues. Our thorough report covered these matters and enabled the organisation to take corrective action, address potential tribunal claims, and manage staff exits through a robust ER process.

3 An estates department was found to be costly and inefficient due to its ageing workforce and poorly managed life cycling processes meaning customer satisfaction was very low. After analysing skills and competencies, the service model was redesigned to deploy relevant competences efficiently. This improved sustainability and enabled key career pathways and earning incentives for younger employees and well as step-down routes for older employees who wanted less demanding roles. Customer satisfaction increased to 90%, absenteeism reduced to below 3% in one year. The organisation caught up with the life cycling programme to be compliant.



To book your appointment,
use the **Calendarly** link **HERE**

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