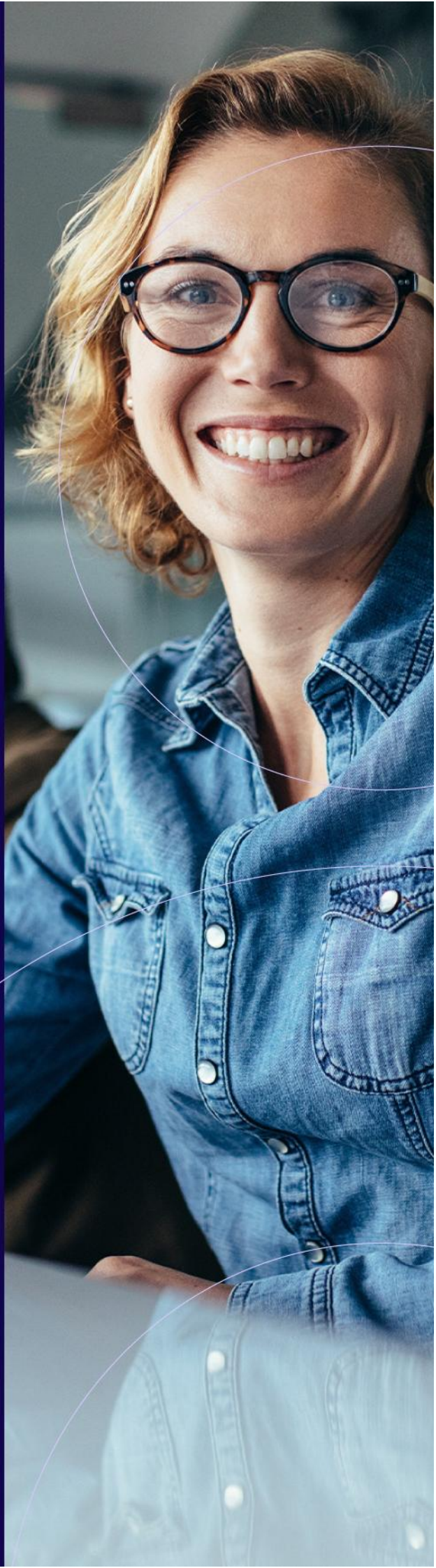
Service proposal

Health & Safety

Highcliffe & Walkford Parish Council

Date: 30/09/2025

worknest



Your requirements

Dear Vanessa Ricketts,

It was a pleasure to meet with you to discuss your needs at Highcliffe & Walkford Parish Council and see how WorkNest could support you with these challenges.

It was incredibly useful to get a better understanding of what you are looking for, both in terms of the services you require and what is most important to you when it comes to selecting a provider.

Following our conversation, I have given some thought to how WorkNest can help you meet your specific objectives (discussed in more detail below) through our personalised, professional support and powerful software solutions.

At WorkNest, our goal is to empower and protect employers. Our services are designed to make your life easier by helping you to overcome issues more efficiently and effectively, freeing up valuable time that can be better spent driving your organisation forward. They also aim to give you peace of mind that your organisation is protected against costly compliance mistakes.

This proposal should give you a sense of how we do that and how we align with your needs.
We are excited at the potential opportunity to work alongside Highcliffe & Walkford Parish Council.

If you have any questions about anything contained in this proposal, or there is anything else I can do for you at this stage, please do not hesitate to get in touch.

Kind regards,

Peter Murphy
Regional Business Director
Telephone: 07974214337
petermurphy@worknest.com

Learn more about what we do – head on over to our website.

See what others have to say about us – read our client case studies.

Access free guides and templates – check out our resources page.

Our Health & Safety service in more detail

Overview

No organisation is exempt from health and safety law. We understand that staying on top of your obligations may feel like an overwhelming task, and falling short can be costly.

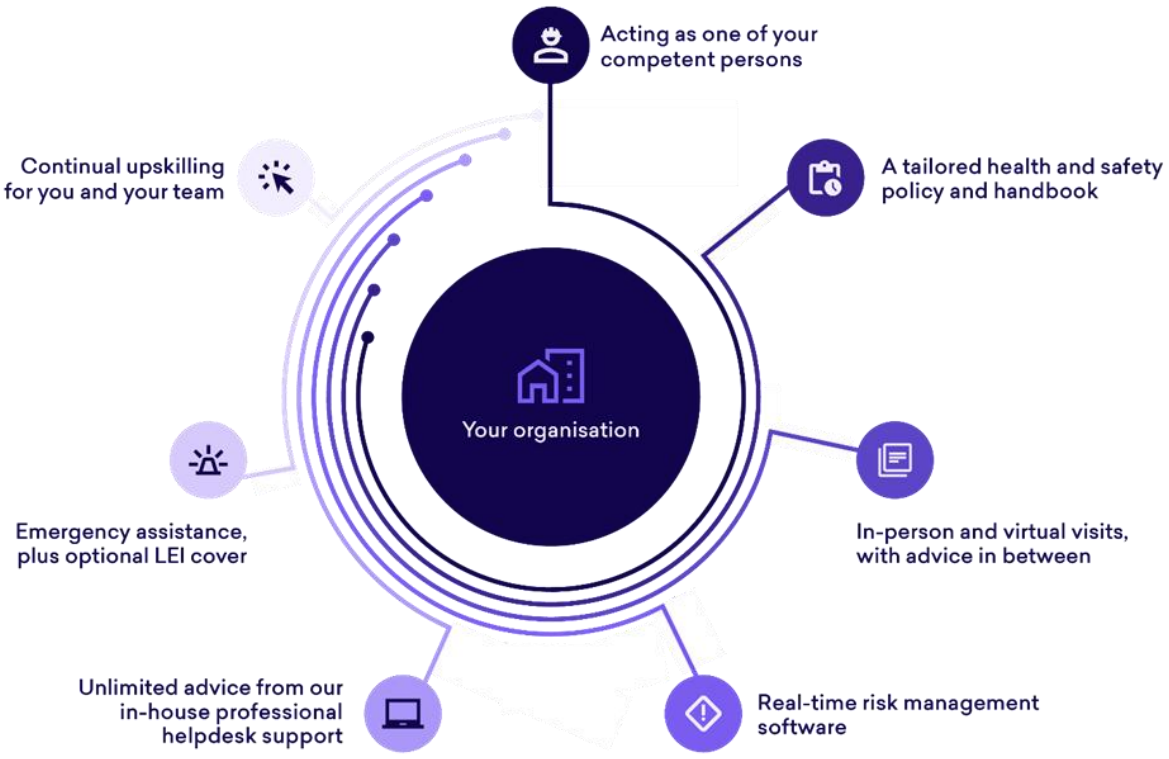
That's where we come in. We will share this responsibility with you by acting as one of your Competent Persons and providing 24/7 support. We will develop a tailored service to meet your specific needs, including customised policies, handbooks, and visit schedules. Our advice will be precise, relevant, and actionable.

Our support package will provide you with all the key components of a fully installed Health and Safety Management System, designed according to guidance from the Health and Safety Executive (known as HSG65). This will offer you the peace of mind that your health and safety risks are being managed successfully and compliantly.

All members of our expert Health & Safety Team are approachable and personable. They will offer you sensible, practical solutions to ensure the safety and wellbeing of your employees and to protect your organisation from the financial and reputational consequences of poor safety practices.

Your complete Health & Safety Management System

After learning more about your organisation and your specific needs, we are delighted to propose the following service, which is fully inclusive of the following components:



The following sections provide a detailed overview of the support you can expect from us and how the different components work together to build a strong health and safety culture in your organisation. Our approach includes proactive and reactive support, comprehensive policies and audits, and innovative risk management software.

Our Health & Safety service in more detail

Acting as one of your legally required competent persons

You will be assigned a highly qualified, DBS-checked, field-based Health & Safety Consultant who will visit your premises and serve as your main point of contact. This close relationship enables WorkNest to act as one of your competent persons, something all employers must appoint to help them meet the requirements of health and safety law.

A tailored health and safety policy and handbook

If you employ five or more people, you are legally required to prepare a written policy outlining your health and safety arrangements and share it with your employees, usually in the form of a health and safety handbook. We'll handle both of these requirements for you. We'll write a first draft of both of these documents before we carry out a General Risk Assessment (GRA) visit to your premises. After the assessment, we'll finalise the documents to ensure they accurately reflect your organisation's specific needs and requirements.

Health and safety audits, with flexibility as you evolve

During our first visit, we will conduct a General Risk Assessment (GRA) to identify any areas of non-compliance. We know that low-quality, generic GRAs are not effective for creating a successful health and safety management system. That's why we have created over 150 unique question sets that enable us to design a bespoke GRA tailored to your organisation. By preparing this in advance of our GRA visit, we ensure that time spent with you on site is relevant, valuable, and of the highest quality.

After our GRA visit, we will provide you with a detailed written report and a prioritised action plan to address any issues. We'll help you resolve these issues and offer ongoing advice and support for key actions and challenges.

In subsequent years, we will discuss a plan for your next visit with you. Our clients often tell us that they really value the flexibility to adjust their visit schedule and programme of work throughout the duration of their contract, and that it can sometimes be more beneficial for our team to help you with a particular need. If that is your preference, we will work with you to develop the best plan for your requirements, and you can always add additional visits or consultancy time if needed.

Real-time Risk Management Software

We will publish all the results of the GRA visit to our proprietary Health & Safety Management software, SafetyNest. This platform allows you to:

- View the status of all of your results and improvement actions
- See who is responsible for each action, which remain open and which have been closed
- Have complete control and visibility of where you are up to in your health and safety journey

- Watch your overall safety score improve as you progress through the actions and use the software to proactively manage your day-to-day needs. (See in the next section for more detail about the SafetyNest software.)

Helpdesk support

You will have access to a dedicated team of qualified, office-based Health & Safety Advisors who are on hand to provide unlimited telephone and email support during the working day. To ensure an immediate response to your query, we encourage you to contact them in the first instance, as there may be occasions when your dedicated Consultant is temporarily unavailable (e.g., client facing or driving.) Besides their reactive duties, the Helpdesk Team also offers proactive support and will check with you periodically to ensure you have everything you need.

Incident support and out of hours emergency assistance

Our proactive support aims to prevent health and safety incidents before they arise. However, in the unfortunate event of a serious accident or emergency, we will support your investigation and assist you in dealing effectively with any attention from enforcing authorities. We will be there to help mitigate damage, guide you and support you. Additionally, we offer an out-of-hours emergency helpline available 24/7 for urgent assistance, should you need it.

Upskilling as you go

We run webinars throughout the year to help you and your team tackle common health and safety challenges confidently and continue to meet your commitments. We also share updates and advice through regular email bulletins, keeping you up to date with any regulatory changes that could affect your operations. If you opt for our eLearning package, LearningNest, you will have access to a vast array of courses to help you further drive high health and safety standards in your organisation and among your employees.

Together, this combination of professional advice and powerful technology creates a unique Health and Safety Management System that will:

- ✓ Provide assurance to you and your stakeholders that you are operating safely and compliantly
- ✓ Save valuable time and resources, enabling you to focus on your core activities
- ✓ Help you take a more proactive approach to your health and safety obligations

SafetyNest Risk Management Software

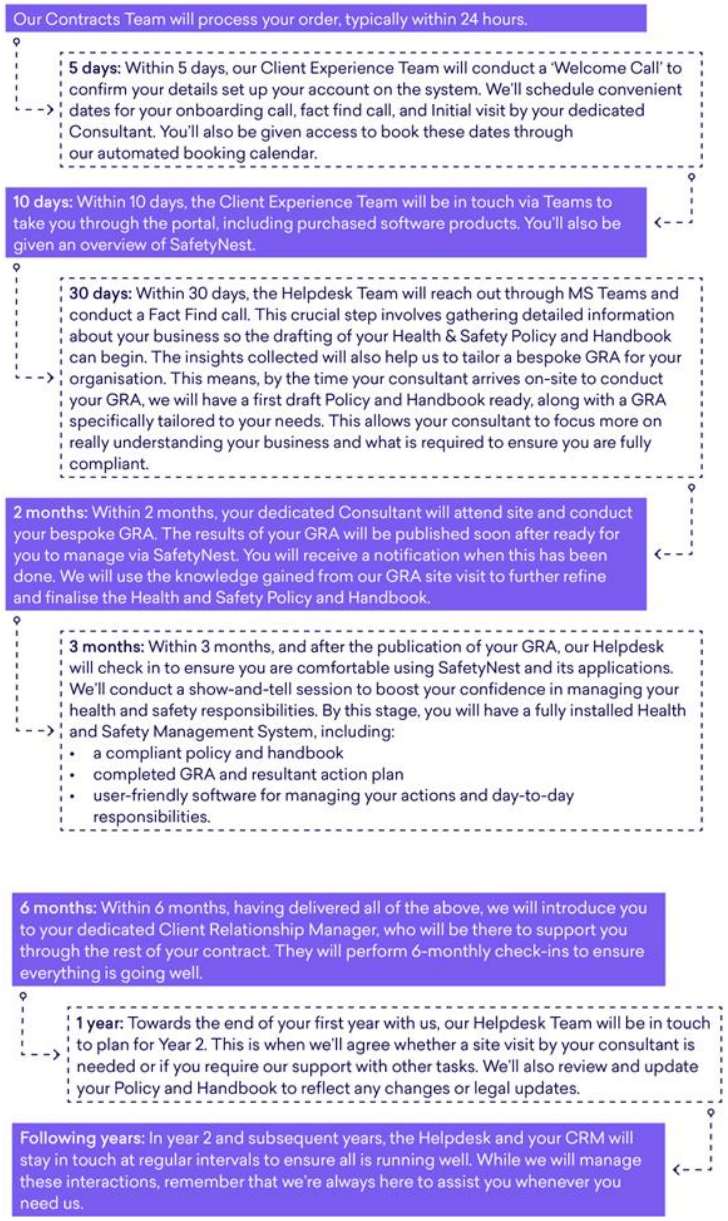
To streamline your daily health and safety responsibilities, you will have access to our market-leading software, SafetyNest. Designed to meet your inspection requirements and provide a clear view of your risk status, SafetyNest is accessible through one easy-to-use dashboard on any device.

Audits module	View all your WorkNest General Risk Assessments, Workplace Inspections, and Fire Risk Assessments (where applicable) in one place.
Compliance module	Avoid the hassle of searching for lost certificates by storing and monitoring key certifications in an easily accessible online filing cabinet. Simply enter the date when each item was last renewed and how often it needs renewing, and the system will send you a reminder one month before it's due.
Monitoring module	Build your own periodic health and safety checks, and view them all in one convenient location.
Incidents module	Maintain an electronic accident/incident book. Each incident you record will be reviewed by your consultant, who will offer additional support and guidance where deemed necessary. You can also investigate incidents and generate reports to track your performance.
Risk assessment module	Generate and manage specific risk assessments, ensuring they are in place, reviewed, and that actions are closed out.
Reporting module	Produce high-quality reports based on the information from the above modules. Use these reports to gain better insights into your health and safety performance, report your overall safety score to your leadership teams, and track improvements as you use the software to continually enhance your performance.

Supporting your journey to a Health and Safety Management System

From the moment you sign up with us, we'll start by getting to know you and your organisation. You will be contacted by various colleagues, both from within and outside of the Health & Safety Team, who will ensure you have everything you need for a smooth and successful implementation of your Health and Safety Management System.

Here's a step-by-step guide on what to expect and an indication of the timelines within which these activities will be undertaken (subject to your availability) from the moment you sign up:



Assured advice you can trust

WorkNest has formed a direct Primary Authority partnership with The Council of the City of Wakefield to benefit our clients through the provision of 'assured advice'.

This means that all our outputs - including policies, handbooks, audits and inspection templates, and our SafetyNest software platform - have been approved by the Primary Authority as ‘assured advice’, helping to keep you compliant.

What is a Primary Authority?

The Primary Authority (PA) initiative enables a business to form a legal partnership with a local authority that then provides assured advice on health and safety regulations that other local authorities must respect, even if they interpret the regulations differently. This ensures a consistent approach to regulation and enforcement in England.

How does this benefit you?

When you become a WorkNest Health & Safety client, you automatically receive advice from WorkNest that has been assured by our Primary Authority. This means that whether you operate from a single site (within or outside of the Council of the City of Wakefield) or have premises that span multiple local authorities, our Primary Authority partnership provides you with an extra layer of confidence and support.

Should you be visited by the regulator from your local authority, you should inform them of WorkNest’s direct Primary Authority partnership - especially if they have different views on what you should be doing to achieve compliance.

Other independent regulatory bodies, such as the HSE, may also consider Primary Authority assurance when engaging with your business.

Our Health & Safety promise to you



Local consultants

With genuine sector experience



Sensible, proportionate advice

A common-sense approach that isn't overly cautious



Tailored solutions

Wherever you are at on your health and safety journey



To take on the risk with you

As one of your competent persons



Real-time health and safety software

Designed by health and safety experts to make your life easier

"Had our HSE spot inspection this morning. Passed with flying colours, he was really impressed. Thank you for your help and support, we couldn't have got this response without you."

Elizabeth Smith Veterinary Practice

"We were able to satisfy the HSE that we were compliant with all requirements within 48 hours. We could not have asked for a better outcome."

GFM

Our recommendations

I believe that WorkNest is well positioned to help you through our personalised, professional support and powerful software solutions.

I would like to recommend the following service(s) that I feel best align with your needs:

Fee Summary

60-month Support Agreement	
Health & Safety exclusive of VAT	£2,738 per annum

Our pricing is clear, fair and transparent. There are no hidden charges or nasty surprises.

If you have any questions or would like any further information on any of the services contained within this proposal, please don't hesitate to contact me at any time.

Peter Murphy
Regional Business Director
Telephone: 07974214337
Email: petermurphy@worknest.com

Terms and Conditions

We are open and transparent in the way we do business.

All the information that you need to read and understand can be found in this section.

Click here for Terms and Conditions

This is an important document and forms part of the agreement between us. It explains WorkNest's terms of business, the terms that apply in relation to Legal Expenses Insurance, and the key features and suitability of the insurance cover offered.

Our Legal Expenses Insurance (including the payment of representation costs and compensation / settlement monies) is provided subject to the insurer's terms of insurance cover. You can access a full copy of our insurance terms here. LEI is not included free of charge with any of the products or services supplied by WorkNest. It is offered by a third party and additional fees are chargeable.

WorkNest is authorised and regulated by the Financial Conduct Authority, registration number 310779

What happens after I sign up:

Like us, it’s a pretty straight forward process.

1. We’ll process your order, this is typically done within 24 hours

2. The team will be in touch to confirm all your details and get you set up on the system so you can start using the service.

3. We’ll arrange your welcome call and take you through the basics of using the software, introduce your team and explain the best ways to get in touch with us.

It’s really that simple.

We won’t leave you there though, we’ll be in touch regularly with updates and invitations to webinars and events that we think you might find useful. We’ll ask you how we’re doing and also how we can improve.



***Got an immediate issue?** Don't worry, once we've processed your contract, you can start accessing support straightaway.

Some of the things that set us apart

Our personalised service blends speedy, pragmatic advice with innovative technology. Delivered with integrity as standard.

We believe in doing things a bit differently at WorkNest. We see ourselves as an extension of your team, and we're proud to have that trust.

We speak to hundreds of organisation every week, all of whom need our support right there and then. So that's exactly what we provide. We support over 40,000 organisations across 45 sectors.

We won't pass you from pillar to post, so you won't waste your time repeating yourself. Instead, we will help you achieve the best outcome for your organisation in the shortest time possible. We will ensure that you do things correctly and be by your side every step of the way.

We won't dumb things down. We will be clear, and we won't use jargon.

One size certainly does not fit all, so we will give you options and work with you to decide on the next best step.

Crucially, we hold ourselves accountable to our values, outlined below, which run through everything we do. You will start to recognise them when we work together.

integrity	Everyone across the business is empowered and trusted to do the right thing. If something doesn't feel right, it probably isn't, and we call it out. Operating with integrity is our standard.
We provide professional and pragmatic support every day; it's just what we do. We are all committed to learning and developing and strive to be our best, which is great news for you.	excellence
teamwork	We hope you'll come to see us as part of your team, a role we take very seriously. You'll find we are natural collaborators; it's how we run our own business #strongertogether
There is strength in diversity, and we work really hard to make sure everyone across our business recognises this. We call it the "Be yourself, everyone else is taken" approach.	inclusion

Part of something greater

WorkNest is proud to be part of The Governance, Risk and Compliance Group owned by Inflexion, a leading mid-market private equity firm.

Why does this matter? Well, when you become a WorkNest client, you become part of a wider extended family which can provide you additional services you might require offered at highly competitive rates.

Here are just some of the trusted experts who might be able to help you:

Occupational Health

Delivered by MediGold, a leading provider of innovative Occupational Health solutions in the UK, they can advise managers regarding an employee's health issues, including any reasonable adjustments that could be considered to ensure a safe/healthy working environment, and help to assess an employee's fitness for work. This helps support your decision making, save you money, and help get your staff back to work quickly – supporting a happier and healthier workforce.

ISO certification

Delivered by IMSM, a leading provider of ISO certification services and standards, this service supports organisations throughout the entire process of ISO certification, from internal audits, system analysis and pre-audit visits through to ongoing system maintenance. From Quality Management (ISO 9001) and Health and Safety (IS0 45001) to Data Security (27001) and Business Continuity (ISO 22301), IMSM's tailored approach ensures it understands customers' unique needs, enabling you to gain accreditation across various frameworks so that you can remain compliant, drive excellence, and build trust.

Regulatory compliance information, guidance and tools

Delivered by Barbour, a trusted and comprehensive provider of regulatory information, guidance, standards and resources, this service gives you access to straightforward guidance and legislation summaries provided by in-house experts, enabling you to filter down to what applies to your business and understand easily and quickly what's required of you. The service also includes a self-serve legal register facility with pre-populated templates, comprehensive how-to guides, ISO gap analysis tools, training tools, and editable template documents that you can use to train your teams. No other service provides both the legislation and guidance library along with communication tools, making it truly unique.

Testing and inspections

Delivered by William Martin and other groups across the division we offer various testing and inspection services to help you ensure compliance with legal requirements, mitigate risks, and maintain a safe environment for your employees, customers, and visitors. These include rigorous asbestos surveys to help you manage and address asbestos-related hazards, Legionella, and water testing to ensure the safety and quality of your water systems, and electrical testing to proactively prevent electrical incidents and protect people from harm.

Don’t just take our word for it…

Here’s what some of our customers had to say about the exceptional support we provide employers.

“Pineapple have worked with the team at WorkNest (formerly Law At Work) since 2003, and we have built a trusted partnership together. We particularly like WorkNest’s concise and practical advice concerning employment law/HR issues and also appreciate their totally supportive approach in all areas of health and safety.”

Pineapple Dance Studios

“I’ve taken WorkNest with every organisation that I’ve gone with. I’ve introduced them to many teams and many colleagues and referred them with absolute pleasure because I genuinely trust in the service that we get.”

The Works

“We get a great deal of comfort and satisfaction knowing that we have support as and when we need it, in a decisive and responsive way.”

Culina Group

“WorkNest are very professional, easy to deal with and extremely efficient in handling any issues.”

Esschem Europe

“The support they provide is practical and efficient, with the needs of our business in mind. The professionalism that my dedicated Employment Law Adviser provides has been second to none and having a Client Manager that keeps in touch with us demonstrates that service is paramount to them.”

GMG Contractors