

THE NCS HR UPDATE

PRACTICAL ADVICE AND SUPPORT FOR EMPLOYERS



Hi, I'm Nicola, Founder and HR Consultant here at NCS HR Solutions.

This month, we have focused on practical people management topics, including mental health and wellbeing, managing performance and difficult conversations, and using HR systems to support compliance and health and safety.

As employment rights and expectations continue to evolve, it is understandable to feel unsure about what needs attention now. While nothing is changing overnight, a little forward planning can help prevent issues and reduce pressure later.

My aim is always to provide clear, practical guidance without the jargon, so you can stay compliant and focus on running your business.

As always, if you have any questions or would like support reviewing your HR processes or documents, please do get in touch.



People Management and Performance – Getting it Right Early Matters

People management can be challenging, particularly when issues arise or conversations feel uncomfortable. Addressing concerns early and consistently can prevent situations from escalating unnecessarily.

Managing poor performance early and informally. Poor performance rarely appears overnight. Early changes in behaviour or output are often signs something is not right. Dealing with concerns informally, with clear expectations and regular feedback, gives employees the opportunity to improve without formal processes.

Having difficult conversations with confidence. Difficult conversations are often avoided, but handled well they can build trust. Preparation, focusing on facts and approaching discussions with empathy all help managers feel more confident and consistent.

Supporting employees back to work after illness or leave. Returning to work after an extended absence can be daunting. A clear return to work conversation helps identify concerns, agree adjustments and support a smooth transition back.

Effective people management is about acting early, communicating clearly and seeking support when needed. If you would like further guidance, please get in touch.

Mental health at work – what are your responsibilities as an employer?

Mental health is just as important as physical health, yet it is still often overlooked in the workplace. As an employer, you have a duty of care to support your team's wellbeing, and that includes their mental health.

Creating a mentally healthy workplace is not just the right thing to do, it also makes good business sense. Supported employees are more engaged, productive and likely to stay with your organisation. But many employers are unsure where their responsibilities start and what good support looks like in practice.

From understanding your legal duties and spotting early warning signs, to supporting managers, making reasonable adjustments and building a culture where people feel safe to speak up, there is a lot to consider.

In our latest blog, we break this down clearly and practically, without the jargon, so you can feel confident in your approach and avoid issues escalating unnecessarily.

Read the full blog to understand your responsibilities and how to create a supportive workplace culture [HERE](#).

If you would like support with manager training, wellbeing policies or handling sensitive mental health matters, we are here to help.



Health and safety made simpler

Managing health and safety can feel overwhelming, especially for small businesses. The Breathe Health and Safety module helps you manage key responsibilities in one clear, easy-to-use system.

Alongside health and safety, Breathe HR also offers tools for employee records, holiday and absence management, performance tracking, document storage, e-learning and rota management, helping you keep everything organised in one place.

As a Breathe partner, we support you with both system setup and the practical advice needed to apply it confidently. If you would like help implementing Breathe HR or reviewing your HR and health and safety processes, please get in touch.



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HR Help: What you need to know

How do I know if our HR records are compliant and up to date?

Your HR records should reflect your current workforce and meet current employment law requirements. We can check what you have in place, highlight any gaps and give you confidence that everything is compliant.

How can mediation help resolve workplace issues before they escalate?

Mediation provides a safe, structured way for individuals to talk through issues early, with the support of a neutral third party. It encourages open communication, helps rebuild working relationships and can prevent concerns from becoming formal grievances or disciplinary matters. Addressing issues early often saves time, reduces stress and supports a more positive working environment.