



Home Office

Bill Gill
Attract & Retain Programme Manager

"The CSHR Casework team has helped the Home Office deliver and provide a new helpline service on Success Profiles for Vacancy Holders.....To get this service up and running the CSHR Casework team worked closely with my Programme to identify how we could work together to provide the quality service that the Home Office needed. This project was especially refreshing as I was really impressed with the positive attitude and commitment to deliver a quality service on time. The team worked over Christmas and New Year to ensure that we could make daily progress towards our target date and the level of open collaboration that the team supported was a boon for a programme that was working to a tight delivery schedule. The Project support from the team gave me reassurance they would deliver on time and through our joint working I felt similarly re-assured that the quality of the service would 'delight the customer'. This has been borne out by the support the team continues to provide post-implementation to ensure that the service continues to provide the level of support that the Home Office needs."



Department
for Exiting the
European Union

Helen Mills
HR Director

"The Department for Exiting the European Union on-boarded onto the MoJ casework service in April 2017. The team who led this process were professional and efficient and ensured that the process was as simple as possible given the tight timescales for delivery.

This mirrors our experience so far with the casework team. The quality of the service and the casework team's knowledge is exemplary. They are always helpful and responsive which has proven invaluable to managers who require their support."



Department for
Business, Energy
& Industrial Strategy

Dan Ellis
Head of Performance Management, HR Policy
& Employee Relations

"The project team have operated in a professional and highly flexible manner throughout our transition to a single client. The team understood our competing commitments and supported us by flexing deadlines, helping with work and providing clarity on key priorities. Throughout the project and the general the team and our contacts have been brilliant always providing excellent service."



Sara Thomas
HR Manager

"From a UKSA perspective the on-boarding to MoJ was smooth and seamless. The staff who have had cause to use the service have said they have appreciated the additional support; this service compliments our HR service. From an HR Manager perspective, I now have additional professional support; I know the policies but it is always handy to have an 'expert' on board who has the time to fully go through the process for LMs. It has freed up some of my time and has also resulted in LMs becoming a little more self-sufficient."



Penny Seera
Head of Corporate
Services

"The Committee on Climate Change (CCC) on-boarded to the CSHR Casework Service in June 2018. The CCC is a small organisation with limited internal HR resources and support and therefore the ability to secure a dedicated, expert HR advice quickly is a huge benefit to us. The on-boarding process was seamless and was driven by well thought-out project planning and processes. I was particularly impressed with the amount of time invested by the team in understanding our organisation, background and staff profile.

We had originally expected the service to be a back-up resource which might not get used, but since on-boarding we have used the service a number of times. On each occasion our HR caseworker has been quick to provide advice which has given our managers greater confidence and will help us to ensure difficult issues are fairly and robustly dealt with."



Ian Thomson -
Head of Corporate Services

"From a JAC perspective, the project team have operated effectively to ensure a smooth transition and to make it as simple as possible. We look forward to working with the team while we up skill our managers"



Ministry of Housing,
Communities &
Local Government

Bob Hall
Head of HR Operations

"Thanks for the excellent support we had from your project team in migrating to the Casework Expert Service. Without exception we found your folk to be highly professional, knowledgeable and well organised. They were also open, friendly and welcoming and all of my team have commented on what a good experience this has been."



Julie Hutchinson
HR Contracts and Relationship
Manager



I worked in partnership with colleagues in CSHR Casework Business Operational Support, to on board two ALB's onto the current DfE MoU. From the outset both David Wade and Katrina Taylor were extremely enthusiastic about the project and provided a great deal of support to myself as SPoC. Their project planning was professional, realistic and extremely accommodating. I was really impressed with the amount of time spent understanding the ALBs, and the culture etc. so they could support them as fully as possible. All those involved in the project worked extremely flexibly to accommodate my ever changing work demands and were happy to rearrange meetings at short notice if something pressing arose.

The on-boarding process was seamless and was really well thought-out in terms of planning. I also took away a lot of great tools and tips for my own information and future project work.

The Casework Project Team also provided a high quality service, were friendly and patient and the project resulted in the two ALB's being on boarded in a very timely manner. I couldn't speak more highly of those involved, thank you.