



F&R BUSINESS SUPPORT LTD

ADMIN AND COMPLIANCE SERVICES

Service List & Packages

Administrative & Operational Support Services

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1. Claims Handling

1.1. Basic Services

Accident report review
Evidence review and organisation
Driver liaison (where required)
Case file preparation and record management
Insurance reporting and liaison (where applicable)
Internal reporting
Third-party coordination support for out-of-insurance arrangements (non-dispute)

1.2. Premium Services

Claims progress tracking and logging
Ongoing insurance liaison and administrative support (where applicable)

1.3. Pro Services

Claims listing review and internal reporting
Risk assessment and reporting (e.g. claim frequency, average reporting time, trends)

Obs: We do not engage in insurance disputes, negotiate directly with third parties, or participate in legal or court proceedings.



2. Compliance

2.1. Basic Services

Compliance management and tracking
Expiry document monitoring
Expiry reminders issued to subcontractors/employees
Document review and record updating
Record keeping and organisation
Internal reporting
DVLA and Right to Work periodic checks

2.2. Premium Services

Audit support and coordination

2.3. Add-On Services (Charged as needed)

Full audit preparation, review, and submission support

Obs: Compliance requirements must be clearly defined and provided by the client before audits.

3. Financial / Accounts support

3.1. Basic Services

Bookkeeping support – transaction and invoice reconciliation
Payment reconciliation
Invoice preparation

3.2. Premium Services

P&L reporting support
Expense tracking
Accounts payable review, tracking, and reconciliation
Overdue invoice tracking and follow-up support

3.3. Pro Services

Cash flow projection support
Accountant, query investigation and administrative support

Obs: We do not provide accountancy services or process payments directly via client bank accounts.



4. Fleet Administration

4.1. Basic Services

- MOT and road tax tracking and compliance monitoring
- Vehicle inspection tracking and logging
- Service schedule tracking and coordination
- Mileage data compilation and reporting
- Tracker compliance reporting
- Vehicle usage monitoring

4.2. Premium Services

- Supplier invoice review and coordination
- Cost tracking and reporting
- Maintenance and repair booking coordination
- Rental cost recovery support (where applicable)
- Repair progress tracking and ETA monitoring.

Obs: We do not negotiate or enter into agreements with suppliers.



5. General Administration

5.1. Basic Services

Document management and filing systems
Record keeping and data organisation
Internal administrative process support and maintenance
Business documentation (forms, templates, logs)
Administrative email and correspondence handling

5.2. Premium Services

End-to-end administrative process coordination
Internal workflow management
Deadline and task tracking
Supplier and document coordination
Reporting and administrative performance tracking

5.3. Pro Services

Multi-department administrative coordination
Process optimisation and improvement
SOP and workflow preparation

5.4. Add-On Services (Charged as needed)

Document clean-up and system setup
One-off administrative projects

6. Health & Safety Coordination

6.1. Basic Services

Compliance tracking
Record keeping, tracking, and logging
Risk assessment tracking and documentation

6.2. Premium Services

Coordination with third-party providers for H&S services
Service scheduling
Quotation requests and invoice review
Maintenance and rectification coordination
Workplace incident logging and reporting (including RIDDOR administration support)

6.3. Pro Services

Audit preparation
Training and induction template preparation
Internal policies and structure templates
Risk assessment templates
Initial H&S compliance setup support

6.4. Compliance Elements

PAT testing, Electrical and Gas Certification, Fire Extinguisher Inspection, Emergency lighting inspection, Fire alarm inspection, Fire risk assessment, H&S risk assessment, Evacuation drills, Fire alarm and emergency lighting testing, DSE assessments.

Obs: We do not personally carry out risk assessments, evacuation drills, or regular compliance checks. We do not take responsibility for H&S in any capacity.



7. HR Support

7.1. Basic Services

Performance review documentation preparation and filing
Probation review documentation preparation and filing
Two-year employment review preparation and filing
Improvement notice preparation and filing
Dismissal documentation preparation and filing
Salary and role adjustment documentation
Employee coordination support (where required)
Employee file updates

7.2. Premium Services

Employee coordination support
Onboarding, induction, and compliance coordination

7.3. Pro Services

Conflict tracking and documentation
Statutory leave coordination (sick leave, paternity, etc.)
Disciplinary process administrative support

7.4. Add-On Services (Charged as needed)

Meeting attendance, minutes, and reporting
Conflict documentation and tracking support

Obs: We do not conduct HR meetings, provide HR advisory services, or offer legal HR support.



8. Logistics Packages

8.1. Basic Services

Job board management
Onboarding support
Compliance management

8.2. Premium Services

Fleet administration support
PCN handling support
Claims handling support

8.3. Pro Services

Invoicing compliance and auditing support
Financial/accounts administrative support

8.4. Add-On Services (Charged as needed)

Audit preparation and submission support
Operational administrative support



9. Onboardings

9.1. Basic Services

Onboarding document verification
Driving licence checks (UK licences only)
Right to Work checks
Insurance compliance checks (where required)
UTR checks (where applicable)
Application form completion and validation
Contract/SLA coordination and signing
Training completion validation
Company policy signing validation
Induction completion validation
Onboarding validation and finalisation
Employee/Subcontractor onboarding file creation

9.2. Premium Services

Employee/Subcontractor liaison and coordination

9.3. Pro Services

Onboarding and induction template preparation

Obs: We do not conduct training or inductions directly.



10. Payroll

10.1. Basic Services

- Working hours review and validation
- Annual leave tracking and pay calculation
- Bonus and deduction processing
- Payroll preparation (weekly or monthly)
- Submission to the accountant
- Payment reconciliation and discrepancy review
- Starter and leaver data preparation
- Statutory payment data preparation

10.2. Premium Services

- Full payroll processing
- Payslip generation and distribution
- PAYE and National Insurance calculations
- Tax code management and updates
- RTI submissions (FPS & EPS) to HMRC
- Payroll record keeping
- Pension auto-enrolment support
- Statutory payments (SSP, SMP, SPP)
- Starter and leaver processing

10.3. Pro Services

- Payroll reporting (including P30 summaries)
- HMRC compliance monitoring

Obs: Payroll is processed based on client-provided data and must be approved before submission. We recommend a payroll review by a certified accountant.



11. PCN handling and Management

11.1. Basic Services

PCN review and deadline tracking
Driver allocation
Representation preparation and submission
PCN logging and tracking
Outcome monitoring and recording
File organisation and record keeping
Internal communication where payment is required
Police data request handling (review, tracking, response submission)

11.2. Premium Services

Driver communication and coordination
Appeal and dispute submission (where required)
Outcome monitoring and reporting
Cost redirection and loss reporting

11.3. Pro Services

Cost redirection and loss reporting
Historical data reporting (e.g. trends, success rates, frequency analysis)

11.4. Add-On Services (Charged as needed)

Tribunal escalation support – case file preparation and submission

Obs: Driver allocation, vehicle usage data, and supporting evidence must be provided by the client. We do not provide legal advice or attend court proceedings.



12. Recruitment

12.1. Basic Services

Job board management
Job posting preparation and advertising
Candidate listing export and filtering based on client requirements
Recruitment cost tracking and reporting

12.2. Premium Services

Applicant review and initial screening
First-stage applicant contact
Initial phone interviews (where required)
Interview scheduling and coordination
Applicant follow-up communication
Job offer coordination

12.3. Pro Services

Full onboarding and induction coordination

Obs: A final interview must always be conducted by the client before any formal job offer is made.



13. Virtual Assistant

13.1. Basic Services

Email and inbox management (sorting, flagging, responses)
Calendar management and appointment scheduling
Data entry and updates
Basic document formatting
Online research tasks
General task-based support as requested

13.2. Premium Services

Client communication (emails and follow-ups)
CRM updates and pipeline support
Appointment confirmations and coordination
Basic invoicing and administrative support
Inbox prioritisation and response handling
Ongoing task management

13.3. Pro Services

Executive calendar and meeting coordination
Internal and external communication management
Report preparation and summaries
Multi-function task coordination

13.4. Add-On Services (Charged as needed)

Customer support (email/chat handling)
Social media administration (posting, inbox management)
Document creation (presentations, reports)
Ad hoc or overflow support



How We Work – Key Things to Know

- The enclosed Service List provides an overview of the services we offer. We are flexible in how these are delivered and can adapt to your specific requirements. If you require support outside of what is listed, please feel free to discuss this with us.
- We offer three service levels – Basic, Premium, and Pro – depending on the level of support required. Each service area is available across these tiers, and bespoke packages can be created where needed.
- Pricing is based on the scope of work and expected workload. A quotation is provided following an initial discussion and review of your requirements.
- If the level of work required exceeds what was originally agreed, we will discuss this with you and may review and adjust pricing accordingly.
- We may also review and update pricing over time. Where this happens, you will be given at least one month's notice.
- Services operate on a monthly rolling basis, with one month's notice required should you wish to cancel.
- Services are billed monthly, and payment is due within 7 days of the invoice date.
- All services are provided on an advance payment basis, unless otherwise agreed in writing.
- We reserve the right to pause or terminate services where payment is not received within the agreed timeframe.
- Late payments may result in additional charges, interest, or administrative fees.
- Any work outside of your agreed package can be requested and will be priced and agreed separately before being carried out. One-off services are also available, with pricing based on the scope, complexity, and level of work involved.

Get in Touch

We're here to support your business. Whether you have a question, need more information, or would like to discuss your requirements, feel free to reach out.

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Working With Us

If you're interested in working together, we recommend starting with a brief discussion to understand your business and how best to support you.