

THE CLIENT

Inca, the leading accountant who specialise in helping micro and small businesses to succeed, has an exceptional track record with start-ups; it adds 80 new clients a year and boasts a 96% retention rate. The firm has also increased the time spent with each client as they grow and benefit from the business support Inca offers. With such growth Inca outgrew its HR provider – which is when Tash Kearslake of Organic P&O Solutions was recommended to them.

THE PROJECT - *a customer's perspective*

“We had outgrown the capabilities of our existing HR provider here at Inca Accounting and needed someone who could help us as we grow. Whenever we need a supplier, I tend to ask the people I know, like and trust, so I asked my colleagues within the networking organisation BNI.

“That was how we first heard about Tash. Through referrals from two fellow members of BNI, I’m a member at Regatta in Henley and Lisa Chaffey and Rob Pickering from the group in Reading where Tash is a member recommended her. Rob, who is a business coach and very familiar with our business was clear Tash was right for our organisation.

“We had a quick phone call before she came up and met the team, talked about our business and where we want to go. She asked lots of questions but straight away she had great ideas too. That stood out for us, she wasn’t waiting to be told what we wanted – she had opinions of what we should be looking at and without doubt that was such a promising first meeting.

“Once a month Tash comes to us for a morning, to coincide with our weekly management meeting. The first time she came we invited other managers to join us where we were sharing the behaviours we expect from managers and right away Tash was there with ideas and support. We’d not had that before and it followed up on the first meeting. She works off site too, providing a great service.

“She has made such a good impression on our team. We certainly see a long and happy future with Tash

“The big project we are working on currently is Investors in People. Tash is working very closely with our training officer and other key staff and has her own areas she is working on to help us to achieve that.

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“Recently Tash was here working with the managers and was asking: “What do they feel they are doing better?” and “What is better at Inca than it used to be? Tash facilitated that and was able to coach some of our newer managers. That led to a very fruitful conversation that also contributed towards Investors in People.

“This is the 10th year in a row our turnover has grown by 10%. Now we want to grow to the next level and are considering working in another area, not least as we have all our systems and processes in place. In part that is why we needed a new HR provider.

“I am already recommending Tash to an employment solicitor we know who I hope will become a referral partner.

“She has made such a good impression on our team; for example, our values are ‘caring and generosity’, demonstrated with 5% of our profits committed to charity. The team look after this and pick four charities to each receive a percentage, with one percent left over for ad-hoc donations. In the few months working with Tash, our team chose to use some of that money to sponsor her when she ran the Oxford Half Marathon.

“We certainly see a long and happy future with Tash, the whole team are really enjoying working with her and Organic P&O Solutions.”

Director Graham Carson

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