

# HR support for Fix Auto UK franchise partners

Case study | People solutions

## The brief

Fix Auto UK is one of the UK's leading vehicle repair networks, with over 130 Franchised sites operated by independent business owners. Each location functions as a standalone business - with its own legal entity, local team, and leadership structure.

As the network expanded, the leadership team recognised that the HR support available to franchisees wasn't keeping pace. Franchisees were facing increased people-related risk. With growing teams came new, more frequent challenges they were often ill-equipped to manage - without internal HR capability and with varying levels of experience.

Fix Auto UK needed a partner that could provide expert HR support to franchisees across the country - scalable, legally sound, and grounded in the operational reality of running a vehicle repair business.



*As a key part of our Fix Auto value proposition, this model through NFP adds real value. It supports our franchisees in an ever-changing world, helping them to future proof and build stronger, sustainable businesses."*

**Mark Hutchins**

Operations Director, Fix Auto UK



## Results at a glance

- ✓ Over 100 Franchise Partners now supported across the UK
- ✓ Clear value-add for Fix Auto UK's franchise proposition
- ✓ Faster resolution of people issues and fewer escalations
- ✓ Consistent documentation and HR practices



## Our approach

NFP People & Talent began working with Fix Auto UK in July 2024, building on our existing role as a trusted advisor through NFP's commercial insurance partnership. With that foundation in place, we introduced a tailored outsourced HR model designed specifically for the needs of a growing franchise network. 35 franchisees engaged with the offer in its early phase, and uptake has continued to grow across the network.

Today, the model supports over 100 business owners and managers across the UK.

Each Franchise Partner is treated as an individual employer, with advice and documentation tailored to their legal structure and team size - all underpinned by consistent, compliant frameworks aligned with UK employment law.

We've intentionally designed the model to treat franchisees as if they were departments within one business - allowing us to balance consistency with flexibility. It ensures each site receives relevant, contextual advice while still benefiting from shared standards and network-wide clarity.

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*We've found the HR support from NFP to be invaluable as we've navigated some particularly complex and challenging employee matters. Their clear guidance, step-by-step processes, and up-to-date knowledge of legislation has ensured we always have the most current information at hand, allowing us to make well-informed and confident decisions.”*

**Louise Simms**

Compliance & HR Manager at Fix Auto Devon and Fix Auto Newton Abbot

Franchisees have direct access to experienced HR consultants by phone and email, receiving fast, practical guidance on everything from holiday management and flexible working to disciplinarys and return-to-work plans. Coaching is also available for people managers - particularly those new to handling HR responsibilities.

To support the central team, NFP shares insights on emerging themes, recurring issues, and network-wide trends. We take part in quarterly area reviews and were invited to present at Fix Auto UK's national conference in 2025 - reflecting our embedded role within the wider franchise strategy.

We've also introduced pattern and trend analysis normally only seen in far larger businesses - giving Fix Auto UK strategic insight into its people challenges, risks, and opportunities.

Alongside HR, Fix Auto UK continues to benefit from NFP's commercial insurance solutions - giving both franchisees and Head Office coordinated support across people, risk, and protection.



*Our partnership with NFP is one of several strategic initiatives introduced to deliver real, measurable value to our Franchise Partners - and, critically, to strengthen their businesses.*

*Through NFP, we've implemented an industry-leading HR model that equips our Franchisees with the tools, support, and expert guidance needed to confidently manage day-to-day operations, navigate change, and drive long-term success. This partnership empowers them to build resilient, high-performing teams and future-ready, sustainable businesses.*

*As we mark the first anniversary of this collaboration, the results speak for themselves. This isn't just a programme, it's a proven blueprint for growth, and a transformative force across our network."*

**Mark Hutchins**

Operations Director, Fix Auto UK

## The results

- A scalable, embedded HR model tailored for franchise businesses
- Direct access to experienced HR consultants via phone and email
- Legally compliant documentation (contracts, handbooks, policies)
- Coaching and advice for people managers, particularly those new to people management
- Quarterly insights and reporting shared with Fix Auto UK Head Office, ensuring individual franchisee confidentiality is preserved
- Partnership engagement across regional reviews and national events
- Trend and issue analysis with insight comparable to enterprise-level systems
- A low-cost, centrally funded service that franchisees receive as a benefit

## Key takeaways

- Over 100 franchisees now supported across the UK
- Clear value-add for Fix Auto UK's franchise proposition
- Faster resolution of people issues and fewer escalations
- Consistent documentation and HR practices across the network
- Greater capability and confidence among franchise owners and managers
- Improved visibility for Head Office into site-level issues and trends
- Strengthened operational reputation as a human-centred, progressive network

If you're managing a growing franchise network and want scalable, embedded support for your business owners, contact us to find out how NFP can partner with you.

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