

“another perfect fit”

Two new divisions

We are delighted to have the opportunity to introduce two new sectors: **Supply Teachers and Driver & Industrial.**

KTT Supply Teachers has been set up to offer schools and teachers of Kent a cost-effective and high-quality solution to supply needs. Benefits on offer are as follows:

To Schools

- A dedicated Recruitment Coordinator assigned to each school
- An on-call service, available out of office hours
- All candidates are interviewed face-to-face and attend an induction workshop before details are added onto the database
- All required pre-employment checks are carried out including an enhanced disclosure
- All Recruitment Coordinators have extensive local knowledge

To Teachers

- Pay in-line with national pay and conditions
- Weekly pay
- Local interviews
- An ongoing programme of professional development training offered
- Flexible hours to suit. Can organise own timetable

KTT Driver & Industrial provides the best in long and short-term driver and manual worker supply. Whether you need mini bus drivers for just four hours a day, an escort to assist your service users or warehouse staff and multi-drop van drivers, the division has a number of experienced and trained temporary staff.

You can be sure

Every candidate's performance and experience is assessed.

You can be sure that when a driver reports to you:

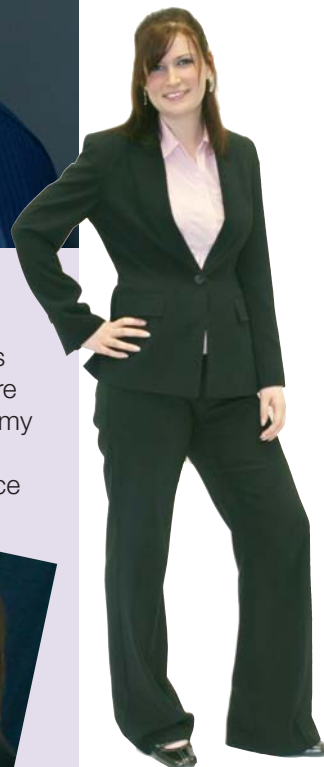
- The Licence details have been checked with a copy retained on file.
- Your driver's background and driving experience have been verified through references.
- Your driver will meet your requirements with regard to cautions and disqualifications.
- Your driver will have a full working knowledge of relevant working practices.



Your manager

Amy Glover has worked for KTT for the last two years in the Business & Office Administration Division. Before joining us since graduation from University in 1999, Amy built up her experience in private sector recruitment. "I am looking forward to using my skills and experience to spearhead and manage the new division. I believe KTT Supply Teachers can make a valued contribution towards easing the teacher shortage in Kent and offer something positive back to the schools and teachers alike".

Amy and her team can be contacted on 01622 605675



KENT TOP TEMPS

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update

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Welcome to the first edition of **update**

KTT Ltd is a wholly owned company of Kent County Council providing temporary workers to KCC and the private sector. The agency began in late 2002 with Business and Office Administration as a pilot scheme which has flourished to a core membership in excess of 330. The agency has seen new divisions in Care, Driver and Industrial, Supply Teachers and Domestic.

About the Newsletter

It is produced by Kent Top Temps Ltd to keep you up-to-date with changes and the success of your recruitment agency as well as providing you with industry knowledge.

We hope the newsletter will be a valuable way of keeping in touch and flagging the changes that lie ahead. The newsletter will appear twice a year. We will move as quickly as possible to electronic and web-based distribution. Meanwhile, please give us your feedback and use it as a forum for raising questions.

You can email us at info@kenttopemps.co.uk and direct your comments to our **General Manager, Helen Lock.**

Managing Director, Kevin Harlock

Standards set by REC

KTT is a member of the Recruitment and Employment Confederation as part of the company's policy to raise standards continually and to provide clients and candidates with increasingly professional levels of service. The REC is the industry's body that promotes high standards across the whole of the recruitment profession.

As a member, we have to abide by a clearly defined code of conduct for good recruitment practice. We must also have sound contracts for services for the employment of our candidates.

For clients, it is really just extra reassurance that KTT operates in an appropriate and professional manner.



A "Rolls Royce" candidate database

Ensuring that KTT is equipped to face growing technology challenges, investment has been made in specialist software specifically aimed at recruitment. The key battleground is candidate flow to sustain the future of the recruitment. It is very important to ensure candidate flow is encouraged through the professional recruitment industry so that individuals receive the right kind of job-seeking experience. The technology captures and stores candidates' information to help KTT sift through our vast number of CVs to match skills and experience specific to the role.

"another perfect fit"

Don't just take our word for it:

"Kent County Council, like many local authorities, has an ongoing need for temporary staff. Prior to the creation of Kent Top Temps Ltd., fulfilling this need involved approaching different agencies depending on the nature of the assignments, the time involved and the calibre of staff required. With KTT, we have a "one-stop-shop" for the majority of KCC's needs, with the added assurance of always having the right people at the right time to deploy in a quick and cost-effective manner. Staff retention is high, with many people sharing skills sets, good working practice and ideas"

Amanda Beer **Head of Personnel,**
Kent County Council



Reflecting on the past year

Kent Top Temps Ltd Business & Office Administration team has grown over the last year. The BOA team itself has grown from 3 to 5 staff members. We have both new and existing KCC clients. Following the transfer of the unit into a wholly owned Ltd Company, the move into the private sector has been exciting. A good working relationship continues with other local authorities and our bank of candidates continues to flourish. Change Management has been a key factor of this division, which has allowed us to look forward to the New Year with the knowledge that policies and procedures are in place.

Helene Mitchem Division Manager,
Business and Office Administration
KTT 01622 605410

Why meetings matter

With the modern wonders of email, intranets, faxes and voicemail let's not forget the importance of face-to-face meetings. New communications are fine for accelerating the transfer of factual information, but when emotion is involved face-to-face meetings are by far the best.

KTT believes that meetings have an important purpose other than just getting things done. Meetings make people feel part of a group and particularly allow opinions to be heard. A lot of problems in communication occur when clients and candidates feel that someone is either not listening to them, does not value their opinion or does not value them. Today people expect to know what is going on, how a service fits into the whole picture and what the future holds.

Senior Management meetings are the first step towards the cascading of information. KTT hold regular meetings, which look at the strategic and operational issues of each division. Team meetings are also held on a monthly or weekly basis to ensure that shop floor recruiter's opinions can be voiced.

Left to right **Val Moon, Helene Mitchem, Helen Lock, Amy Glover**



"I have been employing temporary staff from Kent Top Temps for two years to assist with data entry for the Early Years headcount payment process. I have used 20+ temps and generally I found the calibre of candidates high and the temps to be hard working. Indeed, I offered one temp a permanent contract and she is a valued member of my team! On occasions, temps have not had the requisite skills and are therefore not suitable – this is always promptly addressed.

I found a personal meeting with Helene extremely constructive – a close, productive working relationship was formed. I have found all the staff at Kent Top Temps to be helpful and friendly and their assistance in securing temporary staff has always been both prompt and precise at all times. My only criticism would be that there are not always enough temps available for employment but I understand that in a demand-led market this must be impossible to balance!

My own daughter is registered with Kent Top Temps and I would applaud them as a potential employer".

Linda Lucas
Principal Management Information Officer

"Help we need a temp urgently" is always my conversation with Kent Top Temps and they always respond appropriately.

We have employed temps on short term contracts to cover sickness and longer term to cover bespoke projects like Customer Care and Ways 2 Success. Everyone that has joined us has been a real team player and fitted in with the unit.

The calibre of temps has been fantastic. Surinder joined us in January for a 2-month contract to cover our financial administrator vacancy and ended up staying with us until last week when he went back to Brunel University - oh how we wished we could have kept him. How fantastic are Kent Top Temps for matching our job up to Surinder.

If you set KTT a challenge they always achieve it!"

Serena Cunningham
Training and Development

"I hit a career stumbling block after realising that selling popcorn and showing people to their seats in a dark cinema were not skills that would carry me through life. I needed a job that would give me variety and experience; the ability to think for myself that would develop my CV into something that distinguishes me from everyone else. A friend recommended me to Kent Top Temps.

The application process was incredibly simple. After emailing my CV, I was invited in for a face-to-face interview within two days. My needs came first during this – where I wanted to work, for how long, in what kind of role, even how much I expected to be paid. A short grammar and spelling test followed this, along with a computer test based on Microsoft Office skills.

Within a short period I had my first assignment. This provided me with the confidence I needed and since then have had four medium to long-term assignments from KTT, and I have never been out of work. Being a temporary worker is a wonderful opportunity for personal and professional development and I would recommend Kent Top Temps to anyone looking for an exciting and varied working experience".

Lianne Bubb,
Candidate



Candidate - brand loyalty

KTT has made it easy for me, by supporting me and being flexible, to experience working with different groups in varying environments and train towards a

permanent and full time future in a support role.

I have felt a great sense of reward in realising I can make a positive difference to someone's life and would not swap that with anyone.

No two shifts are ever the same, although there are opportunities to work regularly in the same place, and it is nice to meet different staff and service users.

Karen Wren, Candidate (learning disabilities)

Building bridges

Partnership is something of a buzzword in recruitment today although, historically, not a concept normally associated with the care sector. Helen Lock, General Manager who also heads up the Care Division, believes this is changing: "The move to a partnership approach is particularly significant in the care sector, which has traditionally been an adversarial market driven almost exclusively by cost. A partnership is about working together to drive efficiency and continual improvement to the benefit of all parties especially service users and their families, not just about spending more time with the client".

KTT Care has built a specialist team of consultants and support staff specifically to handle the Master Vendor contract with Social Services. Helen adds, "a great deal has been achieved over the last twelve months. Finding good people to join the team and good temporary care staff was not straightforward. The solution has seen significant benefits to Social Services in terms of time management and cost".

KTT Care Tel: 01622 605422

	Availability	Experience	Quality	Cost	Regular Contact	Availability of Contact
Main factors of influence when using agency staff	12	5	10	9	6	4
	Excellent	Good	Average	Poor	Very Bad	
Efficiency of Service	3	13	3	2	0	
Office Service Ratings *	1	2	3	4	5	
Availability to contact out of hours	7	10	3	1	0	
Competence of out of hours	6	8	7	0	0	
Account Management	11	8	2	0	0	
General Professionalism	11	7	1	2	0	
	Yes	No	Sometimes			
Were staff punctual	17	0	4			
Were staff competent with appropriate training	17	1	3			
Were service users treated in accordance with care principals	19	0	2			
Were staff appropriately dressed carrying ID Passport	20	0	1			
Were all confidentiality policies observed	21	0	0			
Value for Money	14	1	6			
Candidate Ratings *	1	2	3	4	5	
Proactive and Independent working	5	10	5	1	0	
Quality	2	13	3	3	0	

Availability and quality important to employers

A survey of residential units throughout the County has found worker availability and quality is important to employers when using temporary care agencies. Of the 36 mailings, 21 quality assurance surveys were returned.

Results 2005 3rd 1/4 - quality assurance

*1 = very satisfied and 5 = very unsatisfied

A good service

"It is a pleasure to be working with KTT Care. We are very pleased with the service. More cover through the agency, rather than having to go out to other agencies on some occasions would be even better. This would help with our costs, but also the standard of KTT staff is generally good and we can be sure of their training, CRB status, etc. It certainly saves our shift leaders a lot of ringing around for staff at times when we are short anyway. Thank you KTT Care".

Una Salt Manager Osborne Court

And all those checks

It is pleasing to see from the MORI poll of CRB users that the number of unsuitable people being stopped from gaining access to employment through CRB checks highlights the importance of being vigilant in the protection of children or vulnerable adults. The UK recruitment industry is fully committed to working with Government and the Criminal Records Bureau to address ongoing concerns over backlogs and to highlight the importance of using agencies that comply fully with CRB requirements and other regulations.

Helen Lock General Manager