

KENT TOP TEMPS

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update

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The Kent Top Temps "One in a Million"

Temp of the Year Award Ceremonies were held throughout the county. Awards were given to the most outstanding temporary and contract workers in each of our sectors.

Business & Office Administration:

Winner: Cassie Whiting
Nominees: 15 were received

Photo: Cassie Whiting receiving her award & vouchers



Care Support Worker:

Winner: Rita Townsend
Nominees: Karen Shufflebotham, Blessing Zikhali, Rebecca Ukeuku

Driver & Industrial:

Winner: Peter Hallet
Nominees: S. Gifford, R. Calak

Supply Teachers:

Winner: Leslie Hoare
Nominees: Andrew Chandler, Diana Moat

The importance of Human Rights in the Care System

Much effort has gone into improving the quality of social care for older people – both in their own homes and in care homes. The Human Rights Act, with its emphasis on respect for the rights of all individuals should be a real source of help and a valuable tool for those working to support older and vulnerable people.

Acting in her capacity as Manager of the Care division, Helen Lock suggests that "over time, the Act should help all health & care organisations including agency staff to ensure that a culture of respect for all individuals, whatever their age or other characteristics, permeates care services across the sector". While much social care is of high quality, treats people as individuals and respects those rights, this is not always the case".

Kent Top Temps' induction programme sets out clearly defined best practices for showing service users respect. Through additional training and better supervision, we are sure we make a difference.

Care Tel: 01622 608422

Hands on: a critical look at infection control

Our hands are the source of many infections. To healthy adults, the bacteria that is carried on our hands does not pose a problem, but to anyone whose immune system is compromised, the result can be infection.

Care staff working in Care Homes are working in a very similar environment to a hospital with residents and staff living in close proximity to each other. Washing and toilet facilities are sometimes shared, with staff having to perform intimate care tasks involving hygiene and body fluids as well as general cleaning and domestic duties. Residents that try to remain independent in their toileting can find it difficult to practice good personal hygiene if mobility is compromised, making their hands, fingernails and clothes potentially a major source of bacteria to be spread from client to staff. This is why it is so important for care staff to practice effective hand washing techniques before and after each handling so as not to contribute to the cycle of contamination and illness.

Germs are not only present on the surface of the skin, but also under the fingernails, under nail varnish and, of course, on rings, watches, cuffs, tunics and sleeves.

Kent Top Temps recognise the importance of disinfecting hands. In conjunction with National Temporary Workers week, we have sent all of our key care-staff a quick, no fuss hand rub to use when at our clients' premises.

They are a good option if our workers cannot get to a hand basin as they are very effective in killing the germs carried on hands.

Age Discrimination... 2 months to go

Acas has published its guidance on the new age discrimination regulations coming into force on the 1st October 2006. The Guidance includes a fairly basic summary of the legislation and various flowcharts and sample letters.

With the lead up to implementation of the Age Regulations there is much to do, but here are some reminders.

Have you.... completed specific training for all HR staff?

- planned or started specific training for managers?
- completed a thorough review and planned revision of employment contracts and all related policies, in particular notice periods and redundancy schemes?
- identified all other procedures and practices, formal or informal, which may be non-compliant and amended them?
- planned or held meetings with your pensions trustees, advertising and recruitment consultants, insurance providers, suppliers of benefits packages and other relevant third parties to discuss compliance?
- planned or started consultation meetings with employees and/or their representatives to discuss possible contractual changes?

Driver and Industrial goes from strength to strength

With the new driving and industrial division flying high, now was the time for Kent Top Temps to recruit a dedicated recruitment consultant to this sector. Having worked within the Recruitment Industry

for a number of years, Terri Elwell has gained a wealth of knowledge regarding a variety of business sectors, as well as developing her sharp relationship skills.

The increase in our bank of temporary workers allows our industrial operation to staff a number of organizations, including;

Waste management companies, manufacturing businesses, packaging firms, councils, distribution centres to name but a few.

Driver and Industrial Tel: 01622 605422

We interview all drivers and warehouse personnel face-to-face, copy both parts of the licence and other certificates, check references, and can administer a tachograph test if the driver hasn't driven commercially for three months. All temporary staff are fully briefed regarding our requirements and clients individual needs, these include: timesheets, tachographs, signing in/out, defect/accident reports and delivery notes.

For information on Drivers or Industrial staffing contact Terri on 01622 605422 email terri.elwell@kenttopemps.co.uk

Master Vendor A dedicated Service

Kent Top Temps can act as the Master Vendor handling all recruitment requirements while managing a select tier of suppliers.

Clearly defined benefits include: removal of multiple invoices, rate deviations and rogue spending alongside a vast reduction in management time.

With ongoing skill shortages, you can benefit from having your own dedicated recruitment team working with your internal HR department for both temporary and permanent personnel.

Contact General Manager, Helen Lock for further information 01622 605422

FREE Employment law Seminar 17th Oct 06
To book call Helen Lock on 01622 605422



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Interview with Director, Laurence Faulkner



As Kent Top Temps moves into its fourth year with an expected turnover approaching £5m, one of its Directors, Laurence Faulkner, explains why the company's people are so important and how he uses his skills as a leader to empower.

Many companies consider Vision and Values of the organisation to be central to success, what do you think are key elements to this function?

Vision is all about an image for the future and should be a source of motivation, inspiration, energy and a framework of reference for values. It is important that our vision is understood and owned by all at Kent Top Temps.

As a leader how do you get the most out of people?

A good leader should treat people as individuals and remain aware of their concerns as well as ideas. All our staff are set objectives with clearly defined outcomes and we put trust in people. Delegation is key, it is sometimes hard to take a step back but in doing so people engage and show more interest in their goals.

What are the key factors you look for in your management team to ensure that all people in your organisation are most effective and perform well?

Our General Manager and the manager for each division are expected to be assertive and to be able to motivate. Key skills such as to be able to listen, respond and evaluate as well as good communication at this level is essential.

Why do you think the staff of Kent Top Temps, devote their precious life energy to enable your vision and goals to be met?

The obvious answer is to pay bills and make ends meet, but I genuinely believe from high staff retention and feedback I have gained, that our staff consider their roles to be fun, a challenge and provide satisfaction. A key reason for satisfaction is the pay award in an environment that is not currently heavy on sales but is all about building on relationships with our clients and candidates. Other reasons include progression and the colleagues we all work with.

How do you measure performance and right outcomes?

We have recently introduced robust performance indicators to work along side objectives set at appraisals. Characteristics include:

Conceptually valid, producing data that accurately measure the objective.

Attributable to our policies.

Well defined so that progress can be assessed.

Verifiable, with clear documentation that allows us to validate.

Timely, so that we can track at intervals.

Free from unwanted or wasteful behaviour.

Reliable, so that the indicator represents what it purports to represent.

Our thanks to Laurence for his interview



KENT TOP TEMPS

Education Are you ready for automation?



Our supply teacher division is pleased to announce the acquirement of a groundbreaking new fully automated staffing system for schools and supply teachers – the first in Kent!

The technology provides a streamlined and sophisticated method for school staff to cope with the heavy demands imposed on them due to teacher absence.

All you need is Internet access and a PC to use the solution. Alternatively, the division team can enter and accept vacancies using the traditional phone route.

So what does it mean for schools?

Transparent vetting / added security: Schools will be able to view the vetting that has been completed on every teacher held on our system. This will include CRB, List 99, a digital photograph and confidential report on every teacher held on the system.

Rapid Response: Supply Teachers can search for assignments 24 hours a day, 7 days a week. They can only view placements for which they are qualified to teach. As soon as a vacancy is created, schools receive a list of suitably qualified available teachers to choose from.

Limited Perm fees: As a KCC owned company, we manage the database of teachers. The administration charge of £500 is the charge with moving teachers to permanent employment.

Automated payroll: The technology will be linked to a weekly, automated payroll service for teachers.

Quality Assured: To ensure high quality supply schools will be able to leave comments and feedback about individuals on the system for future reference.

Perfect for monitoring and Reporting: Schools can monitor, analyse and report on absences and vacancies via the web.

No up front implementation fee: IT hardware, software or licence costs. Schools will be able to access the system at any time, free of charge and with free training.

Improve Fill Rates
Demonstrable evidence that the technology improves fill rate percentages.

No commitment: You are free to use the traditional method through Kent Top Temps if you do not like the service or cannot find the teacher you want – so try it!

Supply Teachers Tel: 01622 605678

In partnership with Supreme Education

Permanent Staff Permanent Staff Permanent Staff



There are few aspects of recruitment which require closer attention than the recruitment of permanent staff. Staff are the key to any organisation's success and are the embodiment of what a company stands for.

Kent Top Temp's consultants are trained as experts on employment issues in their own community. For every project we plan and adopt our recruitment programmes to meet your objectives and meet your individual needs.

For permanent recruitment, Kent Top Temps will carry out the most careful and in-depth analysis of both your requirements and potential candidates. We will tailor the programme to your needs, which will typically include:

Establishing a detailed job description

Visiting your premises to gain insight

Advertising your vacancy on jobsites, local and national media

Interviewing applicants and short-listing

Arranging client interviews for suitable candidates

Pre-interview advice

Continuous communication with all candidates and clients post placement

Contact Clare Burgess for further information and advice on your recruitment solutions 01622 605077

See the bigger picture - Meet the team!

Helen Lock MREC RPF
General Manager



Passionate about getting it right! Straight down the line with trust, respect and integrity underpinned by influential core values. So what does she think of the team? "Enormously proud. We're lucky to have such a remarkable team. The tremendous commitment and compelling combination of skills make us top players in recruitment solutions".

Helene Mitchem
Division Manager-Business and Office Administration



Helped set up the agency three years ago and has grown the division from 1 to 6. Key roles include management of the division, market research, marketing, business planning and monitoring. Helene is lively, engaging, and accomplished in her industry sector.

Amy Glover
Division Manager-Supply Teachers



Amy always strikes the right chord with candidates and clients. Amy has been in recruitment for 6 years and her management skills have enabled her to excel in the set up of this niche market.

She's astute, approachable, articulate, assertive and she instinctively understands people.

Nicola Ashworth
Senior Recruitment Officer-Business & Office Administration



Nicola's background in recruitment at a senior level certainly makes her a top recruiter. Responsible for the registration of candidates, reviewing CV's and the placement of the right people in the right places at the right time. Nicola also enjoys client contact and is a committed Account Manager.

Laura Hubble
Recruitment Officer-Business & Office Administration



Laura's experience in recruitment allows her to juggle effortlessly her constantly changing priorities with speed, reliability and efficiency. Laura's role includes reviewing of CV's, registration of candidates and placements. Laura believes that weekly checks and building relationships with clients is key to her position.

Lauren Cattermole
Senior Recruitment Consultant / Training Manager-Care



She's fast-thinking, fast-moving and if there's a booking to be filled, she'll fill it with the right person with the appropriate skills set. Lauren instinctively has an eye for opportunity whilst understanding the constraints and the importance of quality assurance and continuous professional development issues in this sector.

Lauren Andrews
Junior Recruiter / Administrator-Business & Office Administration



Meet Business & Office Administration's main 'meeter and greeter'. You can usually find Lauren on the end of a phone dealing with most of the administration for the division. So what does Lauren most enjoy about Kent Top Temps Ltd? "When we all pull together to achieve something in double quick time – it feels great to be part of such a positive team".

Kym Foster
Recruitment Co-ordinator -Supply Teachers



Kym's efficiency and perception keeps in tune with everyone and instantly hits the right key with candidates, clients and her colleagues. Kym says "Kent Top Temps Ltd's energy is fantastic and I learn something new every day from someone I work with".

Kirsty Stillwell
Recruitment Coordinator-Care /Driver & Industrial



Well, Kirsty's certainly on pole position in the Care division! There are no pit stops for Kirsty – she's straight off the grid ensuring that those short-term urgent shifts are covered. We all love Kirsty's day-long energy, spark, enthusiasm and efficiency and so do our clients and candidates.

Dianne Spelman
Recruitment Administrator-Business & Office Administration



Dianne's responsibilities include the collation of weekly timesheets and dealing with payroll queries as well as booking face to face interviews for candidates. Dianne's other key role is ensuring that all the correct information can be found on invoicing to our clients.

Rachel Feehan
Recruitment Consultant/Payroll Administrator-Care/Driver & Industrial



Rachel will fix it alright! Although a keen DIY expert since moving into her new home, we are not just talking about hammer and nails. Rachel has been helping people climb their career ladders both in permanent and temporary recruitment for many years and really enjoys seeing them achieve their full potential.

In her other role, when it comes to numbers, Rachel's got them figured, running a particularly busy payroll with what seems like effortless ease.

Clare Burgess
Business Development Officer



Clare combines profound business acumen with a special brand of humour. Responsible for identifying and generating new revenue streams into Kent for the Agency, Clare is keen to offer more flexible working for the County's workforce.

Clare believes that honesty and trust are the cornerstones of great relationships with colleagues, candidates and clients.

A Celebration



On the 19th May Kent Top Temps celebrated its 3rd birthday. Set up initially as a pilot scheme to ease Kent County Council's expenditure in the provision of temporary administration staff.

Helene Mitchem, Manager of the Business & Office Administration division explains "The agency grew rapidly in the areas of office positions and Care workers. This strong growth continued with subsequent introduction of two new areas of specialisation, Drivers & Industrial and Supply Teachers. Not only has Kent Top Temps expanded its areas of specialisation but its customer base too. In April 2005, Kent Top Temps registered the division as a wholly KCC-owned limited company, allowing it to expand its business reach into the private sector. To reinforce this message and maximise the new opportunities available, it undertook a complete corporate re-brand with new logo, font, strap line and general "look and feel".

Looking back Helene continues, "the agency started on the 19th May three years ago and I am pleased to say that it has gone from strength to strength. The Business & Office Administration team has grown from 1 to 6, and the whole Kent Top Temps team is currently 13 in people in total, soon to be 14 with further growth expected through 2006".

Business & Office Tel: 01622 605410

You can meet the team on page 3 of this "Update"

Temps mean business

Every week, 1.2 million temporary workers are keeping business in the UK moving in sectors such as social care, secretaries, PAs, call centre operators, teaching and industrial workers.



National Temporary Workers week (5-9th June) was the Recruitment and Employment Confederation's annual campaign to promote the contribution of the temporary workforce and to demonstrate the broad range of professions and industries that Temps work in.

Kent Top Temps saw National Temporary Workers Week as the perfect opportunity to promote the value of its temporary workforce as well as demonstrating the business benefits to its clients.

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