

SWS... **BEST NEWS**

Oh What a Night!

After all the talk, planning, build up and excitement, the big party has come and gone. I am pleased to say that it went without a hitch and from all reports, everyone really enjoyed the evening. What a spectacle the event was. It lived up to expectations and celebrated our 25th Anniversary in true fashion. For me, it was a privilege to share the success we have jointly created over so many years with all of you. It's not every day of the week you have the opportunity to introduce Jasper Carrott to the stage balanced on your own funky moped with a broken ankle. Certainly memorable and I doubt he will ever forget it either!

Rarely are we able to bring together so many of the Group's employees, partners and friends in one room. With nearly a thousand faces focused on the stage, it brought home to me how the business has changed over this time and what we have all achieved. It was heart-warming. My thanks go out to all the people that made this special occasion possible and so enjoyable. And a big thank you to all of you that took the time to attend and to make the event so memorable. Here's to the next 25 years!

As you know, our fundraising efforts for Fisher House, which have been ongoing in parallel with the party, have taken on many guises including the Director's name-sake bears. The four of them have been on their respective journeys and adventures in their quest to raise money for the charity. It seems, however, that Recci Bear and Cooper Bear were having such a good time at the party they have gone AWOL. If you do know their whereabouts can you remind them to report back for duty asap? The public are missing their antics and location pictures. And on that note, just a reminder to continue sending in your stories about the bears along with pictures to jan@marketnotions.com Our fundraising is continuing at full pace until the end of 2016 so please keep up the momentum.

In this edition of SWS Best News, we have an update on many of the fundraising activities that people across the

business have been throwing themselves into. And in some cases, literally! The range of ideas and activities is impressive. Your efforts translate to money that will make a real difference to the lives of people less fortunate than ourselves. Thank you again for all your time, energy and commitment.

We have many new stories and updates from across the organisation to share with you from branch

openings and anniversaries to developments in training programmes. This, of course, includes all our UK-based Group companies and activities from across the Atlantic in Canada. Our focus on international expansion is very exciting as TBC Inc and CPA Inc become more established and expand their presence in the region. We are seeing a huge demand for our services and this, coupled with the way we approach business, is becoming a winning formula that will create a platform for further ventures in North America.

Keep your stories and updates coming in and thank you for your continued hard work.

Andrew Sweeney
Chief Executive



Andrew Sweeney



NEXT ISSUE...

Could you please contact Jan Blann if you have any topics for inclusion in the next issue of Best News or with subjects for future Press Releases.

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Fisher House

Fundraising Update



Oh what a year! It seems only a short time ago when the announcement was made about plans for our 25 years in business and the support we were pledging for Fisher House. Since the epic party, activities have been non-stop and donations have continued to roll in, bringing the total raised so far to over £23,000. It has been a huge effort by individuals and teams to keep the momentum going and this will continue until the end of 2016, so if you haven't started yet and would like to give your fundraising ideas a go, there's plenty of time. Meanwhile, a little update on some of the activities.



Let's start with Darren Ainge who organised the sponsored static bike ride 'Topaz - 24 hours to Truro' (not to be confused with Tulsa!). The team cycled 381km - the same distance from Head Office in Bromsgrove to our furthest UK branch in Truro - and back! - in 24 hours. Starting at noon on Thursday 7th April and

finishing on Friday 8th April, the whole team did a sterling job pedalling through the night. With a live feed, you could almost feel the pain!

Martin Thorogood's auctions, with kind donations from many people throughout the Group, have been a great success.

Some of the goodies on offer have been unique and have included event tickets and vouchers. Dress downs have also been very popular! Wayne Tighe's race night at Pelsall Cricket Club was a ball; Kayleigh Nicholson's Team Carlisle have been busy on the border, Phil Simmonds' holiday raffle went down a storm as did his Manchester United tickets, Jo Pedley and Stoke have a whopping 142 donations, Samantha Truman, TBC Birmingham, has been auctioning holidays, selling raffle tickets and much more, whilst Hayley Allen's South East team have also been pedalling for Fisher House:



Peterborough and Cambridge teams went to the races - well actually The Bluebell in Werrington! In West Bromwich, the branch has been beavering away, whilst up the road in Wolverhampton, the team risked life and limb climbing the O2 Arena! Yikes!



Leicester's branch activities have been awesome:

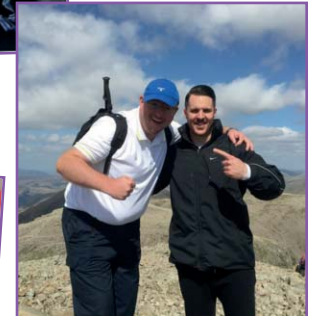


And then there was Claire and Debbie's Velocity 500ft High Zip Wire:



Ronnie's skydive,

Sutton in Ashfield's ascent of Scafell Pike:



And Darren Pollard's abstention from alcohol; Mariann Bourne's London Marathon,

the Nuneaton team's 'virtual' bike ride from Newcastle to Truro, TBC Stockport's Bootcamp and TBC Newcastle climbed Blencathra in the Lake District.



Newcastle Team



Fisher House cookie baked by Millie's Cookies for Peterborough Race Night raffle



TBC Worcester



Stockport team

Other fundraising activities included David Palin's The Great Jessica Ball and the Fantastic Skye Hadland. Carly Meads and colleagues will be climbing Snowdon in a day – twice! TBC Dudley are going Gung Ho; Richard Owen and the Training team raised cash, TBC Luton put the 'icing on the cake' and Sarah Jacques of CTS gave up chocolate for a month while CTS' Helen Fox will be spending a whole night on an uninhabited island! Holly Daly ran a raffle, Debbie Shaw & Gemma Ashmore stayed in a haunted house – creepy! CPA ran a St George's Day Bake Off, then there was Robert Warner from Chesterfield, Darren Jarvis in Oldham, Lucie Gaskell in Manchester & Bolton, Alana Punched's TBC Plymouth & Truro cycling and also, Gary Barber, Team TBC Hull; Loraine Gandy with the Preston Bootcamp, Claire Schaus and the Worcester Wobblers weight loss challenge, Heather Garrigan,

Thomas Cottingham and Liam Berrisford and TBC Sheffield's Veronika Misejova's fantastic skydive. So many activities it makes you dizzy! And last but not least the bears! They have been travelling far and wide on their fundraising duties!

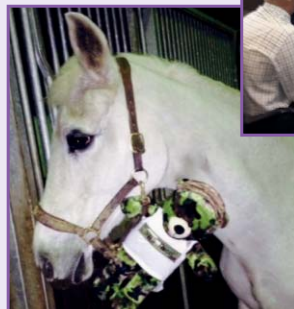
Well done to everyone, keep up the good work and spread the word – we have until the end of this year to raise as much as we can for Fisher Houser!

You can make a donation here:
www.justgiving.com/company/SWSGroup

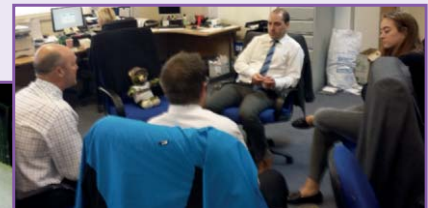
Niagara Falls with TBC Inc



TBC Chesterfield



TBC Sunderland



TBC Derby



CPA



TBC Plymouth



TBC Croydon

Stop Press: URGENT! Recci Bear & Cooper Bear are missing! Please can you return them if you know their whereabouts as they are needed for important fundraising duties!

Happy 1st Birthday Wakefield

Wow, doesn't time fly! Along with the great festivities we've been involved with the company's 25th anniversary, individuals and locations have their own milestones to celebrate. It only seems like yesterday when Wakefield was put on the TBC branch network map and here we are 12 months on! So, it's congratulations and Happy Birthday to the guys at the Wakefield Branch.

The Wakefield team has grown over the past year and we now have Sophie Burrow managing the branch on a daily basis. This has freed-up Sheila Eland, who has done a sterling job establishing the operation, to focus on the other

branches in her area; Scunthorpe, Grimsby and Hull.

The HGV team reached 6th place in the company league table - an impressive result in their first trading year - and have been joined by Adam Noble as part of their growth plans. Sophie Burrow explained her progression to her new role: "I started my career in driving recruitment in 2005 as a Resourcer; went off to have my little boy Connor and then returned as a part time administrator. I then worked my way through to Senior Consultant running the branch, then went on to a new start up branch for a company in Leeds. Now

at The Best Connection as Divisional Manager since January this year, I oversee the day to day running of the branch in Wakefield. This is in a prime location on the High Street in the centre of the town. Although I have a wealth of knowledge in the driving sector, I was ready to take my place on the Industrial desk to help develop new business. I was very quickly placed onto the Foundation Course and have recently completed the Driver Technical Course with many more courses to follow as I forge my career, which I am very much looking forward to with The Best Connection."



Wakefield Team L to R: Lynne Price, Branch Administrator, Sophie Burrow, Divisional Manager, Rebecca Sims-Walton, Industrial Consultant, Adam Noble, HGV Consultant, Katie May, Senior HGV Consultant & Keith Walton, Senior HGV Consultant

Clare gains her management credentials

Topaz's Credit Control's very own Clare Hayes has successfully completed her Level 3 Certificate in Leadership from the Institute of Supply Chain Management (IoSCM). Well Done Clare!

The qualification has been designed for people with over two years' experience in a supply chain related role who are looking to further their skills. Clare decided to embark on the course to develop her management skills and broaden her knowledge in specific areas of supply chain.

The qualification was delivered using an online learning platform which has been specifically designed to enhance the learning experience providing easy access to study materials and learning resources.

Clare was required to study two mandatory units in Leadership and Business along with selected optional units to satisfy the total course requirements.



Barnsley to gain independence!

At long last, after co-habiting (happily ☺) with the Sheffield operation, the Barnsley team is poised for independence following the forthcoming opening of the Barnsley office. We wish them all well and much success in their new abode. So let's take a look at the dynamic trio.

Adrianna Jackson is a senior consultant who originates from Leicester and now lives near Sheffield. She has eight years' recruitment experience and started with TBC in 2013 in Chesterfield. After a brief period checking the other side of working life, Adrianna re-joined TBC in 2015.

Jamie Braes is the operations HGV consultant and is originally from Retford but now lives in Sheffield. He has 18 months HGV recruitment experience and joined TBC in November 2015.

Last but certainly not least, is Hayley Coombes - industrial consultant and new girl on the block. Hayley is from Doncaster and joined TBC in February this year - welcome aboard! Hayley joins the company with a wealth of customer service and sales experience ranging from working in Finance to high-end furniture sales.

Good Luck to the team in their new home!



L to R: Adrianna Jackson, Jamie Braes & Hayley Coombes

Hauliers support ex-serviceman back into work

We all know we face a shortage of drivers so it was great to hear that the charity, Care After Combat, has developed an initiative to assist struggling ex-service personnel back into work through truck driving. With the support of the RHA and telematics company, Microlise, the national programme aims to partly address the estimated 45,000 driver shortage in the UK.

The 'Road to Logistics' driver training scheme is designed to prepare and introduce new people into the transport and logistics industry from sections of society where individuals need help and support to regain their self-confidence and independence. Care after Combat is championed by comedian, Jim Davidson and helps ex-service personnel who become homeless, have health issues or fall foul of the law.

Prior to entering training, all candidates are assessed for their suitability which includes a medical examination. Those that pass will have to sign up to a strict Road to Logistics code of conduct which covers all aspects of behaviour and professionalism so that prospective employers can be confident they will be taking on responsible drivers.

The RHA is planning to secure permanent funding from the Government to support future expansion of the academies.



Former colleague loses battle with cancer

It is with deep sadness to report that Debbie Martin, a former employee with TBC, sadly lost her short battle with cancer on 4th May 2016. Our sincere condolences go out to her family and friends.

Debbie worked for the company for over 13 years and was based at the Tyseley branch and left the business in September 2014. Debbie was initially part of the reception team and later joined the administration team where she supported branches managed by Dave Schilling, Darren Pollard, Sean Seabourne and Matt

Burford. She leaves her husband Paul, who was her childhood sweetheart, a son David, and daughter Natalie and her partner Andy and grandson Zack.

Those who were lucky enough to know Debbie would say she was one of the good ones; kind hearted, fun-loving, someone who you could always rely on and who always had a smile on her face. Debbie had a taste for the finer things in life and loved her convertible, a glass of bubbly and a good dance on a night out. Those who knew her loved her for everything she represented.



Debbie Martin

Matrix goes to the Palace!

Matrix Training and Development was 'cordially invited' to attend St James' Palace by Royal invitation as part of its involvement in apprenticeship initiative, The Ladder.



Jane Power

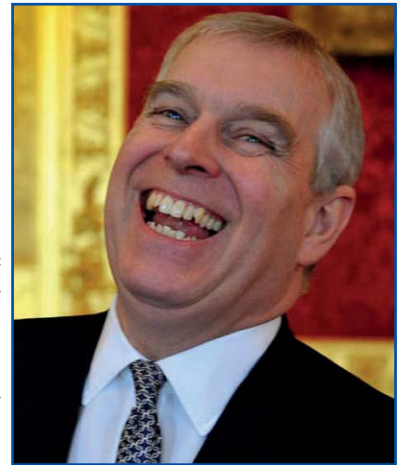
On the 27th April Jane Power, Business Development Director, Matrix, went to the Palace along with one of Matrix's apprentices and employers to promote The Ladder. HRH The Duke of York, who is Patron of The Ladder, was present and gave a presentation. We are told the visit was a royal success!

The campaign was launched in March 2015 with substantial support from HRH The Duke of York who has been involved in similar campaigns in London and the Black Country. The aim of the campaign is to create greater awareness, amongst employers, young people and parents, of the benefits of an apprenticeship route to work and to help them find the best providers to suit their needs.

Matrix is part of a group of training providers who are involved in The Ladder for Shropshire which offers an impartial advice

service to promote apprenticeships throughout the region.

The Duke of York has called for more small businesses in the region to take on apprentices. As he hailed the success of the growing Ladder campaigns, the Duke said the scheme had been a catalyst to creating more jobs for young people.



HRH Duke of York



Matrix – did you know?

We thought we would use this opportunity to tell you a little about the services that Matrix Training provides to its customers.

Matrix Training was established in July 2000 and started by working with one large manufacturing company. The business received government funding to deliver NVQ's. The qualifications were all geared around manufacturing and included Manufacturing, Warehousing, Business Improvement Techniques, Team Leader and Management. As the company has grown its customer base in excess of 200, the range of qualifications has increased accordingly to include Business Administration and Customer Service. The size of companies Matrix works with range from 1 to over a 1,000 employees.

The funding streams have also changed over the years and currently the only

support they receive is through the Apprenticeship Funding Scheme which is used to support new and current employees. If the customer wants to recruit a new person, Matrix will advertise and carry out initial interviews to create a shortlist of the most appropriate people. Once the customer employs the apprentice, Matrix delivers the qualification. If the customer wants Matrix to deliver to existing employees, a 'needs assessment' will determine what objectives the company wants to achieve. Recommendations are then made regarding the appropriate qualifications followed by the delivery of the training programme.

Mike Andrews from customer, Breeze House, said: "When I embarked on this journey with Matrix Training I had a vision of how it would be and what I wanted to get out of it, not just for the business, but also for our employees.

I am pleased to say that the results have exceeded my expectations. The Business Improvement Training modules we chose have certainly had the desired impact. The training has been delivered in a professional manner and the tutors have engaged with the workforce and provided guidance and support throughout the process."

Last year Matrix launched an Institution of Occupational Safety and Health course titled Managing Safely. The course is well known in the manufacturing and distribution sectors and aims to provide delegates with knowledge and understanding of health & safety to manage key challenges in their teams and organisations. The course will give them the understanding and tools to tackle the health & safety issues they are responsible for. Importantly, it brings home just why health & safety is such a vital part of their job.

CPA Bake off for Fisher House

CPA Recruitment Watford and Leicester have had a lot of fun running their own version of the Great British Bake Off recently! They set to work cooking and selling home-baked cakes to nearby offices to raise money for our chosen charity, Fisher House, which supports injured service men and women.



CPA Leicester, L to R: Hannah Turner, Andy Crewe & Adella Mulla



CPA Watford cake display – with Cooper Bear waiting to start the feast!

It was a hard fought contest with Lesa Lynch coming out as the winner with her 15's! These 'never heard of before' delectable gems of cake and biscuit made from digestives, marshmallow, caramel, coconut, cherries and a little bit

of Irish charm were a delight! Mmmm!

"We raised a grand total of £163, which surpassed all our expectations. A great team effort," said James Wilkins, CPA Managing Director.


TBC Inc & CPA Inc party like its 1991!

You may have noticed at the party (and if you didn't it was probably the Prosecco) that we had a real-time video link set up with Canada to share the celebrations. Both teams from TBC Inc and CPA Inc came together, albeit with a 5-hour time difference, to join the fun and to party. The wonders of science and technology enabled the teams to feel part of the company and a good time was had by all.

"When we started the business back in 1991, we never thought that we would be sharing 25 years' success with colleagues from the other side of the world. Of course, a lot has happened over that time and the world is a much smaller place and technology has played a massive role in joining people up. We hope the teams had as much fun as we did and felt part of the celebrations," said Neil Yorke.





It's time to Party!
The Best Connection 



25
Anniversary



International Expansion Beckons for SWS

With forays into Canada for TBC and CPA being so successful, plans are afoot to expand further into the North American market. Keeping things on track and supporting people who just happen to be thousands of miles away - let alone the issue of time difference - requires a lot of time and effort from the UK. Following a recent visit to Canada by UK senior managers, we shared their feedback on how things are going and spoke to our Canadian colleagues on their experience, and this is what they said.

Marcus Jepson, Director TBC

"Starting a business from scratch in another country has been challenging but at the same time incredibly exciting.

"On my recent trip to Canada I was really encouraged to see things coming together. We now have two branches of TBC Inc with plans to open a third and fourth during 2017! The team in Canada is working hard and responding to 'The Best Connection Way'. I genuinely believe the foundations that have been laid over the past eighteen months are ready to support some serious expansion."

James Wilkins, MD, CPA

"This was another successful trip to Canada. I was accompanied by Iain Brown our Group Training Manager. Everyone in the office has implemented a great deal of last year's training input and it was good to see them enthused and excited to be in training again. Iain did not disappoint as he delivered some very useful skills and techniques focussed on messaging contacts, which were put into practice straight away.



"Once again we all ventured out to see the Blue Jays along with a few of the team from TBC. It was a shame we saw a fifth straight loss and unlike us they don't appear to be doing as well this year!



"The CPA Toronto office now has a strong successful team in Canada which gives us a solid platform for expansion. Working with a number of clients in the USA has highlighted the exciting potential of setting up an office in the Windy City of Chicago!"

Elliot Mendosa, TBC Inc

"Over the next five years we plan to accelerate the TBC Inc expansion in Ontario and then we will look to British Columbia

as another lucrative market. The port of Vancouver is the largest in the Pacific Northwest. Having a national presence will not only open up more opportunities to service our multi-location clients, it will also position us to pursue larger national accounts. We will look to achieve this growth organically through business and staff development."

Joe Middleton, TBC Inc

"Expansion plans for Canada are not only very exciting but now feel very realistic! We are looking at multiple locations across the Greater Toronto Area (GTA). We are also considering provinces in the US.

"We have come a long way since we opened the doors and TBC Inc staff have developed to a level where we are all believing in the dedication to sales and servicing our clients in 'The Best Connection Way'.

"With continued staff development helped by the recently rolled out Canadian training program, the future could be massive!"

Luke Biscoe, CPA Inc on the management training:

"We spent a productive, engaging and enjoyable day with Iain learning all about Learning Styles, Leadership Styles and Development Levels. The knowledge we gained from the course has already been put to use in our branch and the results are starting to show in areas such as employee satisfaction and business development. Thanks Iain!"

... on plans to push on and open a CPA branch in Chicago:

"With the impressive growth of our US business from our initial Canadian branch, plans are now afoot to open a new CPA Inc office in the United States. Chicago has been selected as the planned location for this new branch, due to its positioning as the traditional centre of the US food industry dating back to the 19th century, which continues to this day. Chicago, here we come!"

Iain Brown, Group Training Manager on delivering training to CPA Canada and TBC Inc.

"The venue was the boardroom at Brampton. It's surreal and comforting at the same time because the branch and systems deployed are the same as a TBC office in the UK. This extends to the same warm, welcoming atmosphere.

"For me, this trip provided a further fascinating insight into the Canadian market; its similarities and differences. It is great to witness how they have grown and WOW - what immense potential there is! Particularly for everyone's careers!

"We delivered a number of skills development training sessions with all TBC staff covering a range of topics including:

- Recognising and avoiding common frustrations that temporary workers have with agencies
- Identifying and prioritising which temporary workers to select for interview

- Understanding the benefits of 'completing the loop' with all job applications
- How to achieve increased response rates when leaving voicemails
- Building rapport and commitment
- Using effective questioning to identify and understand each temporary worker's 'MIT' and motivators
- Extending reference calls into sales opportunities
- Making calls that have impact
- Tailoring send outs

"It was great fun and as always very rewarding."

Feedback on Training

"Iain Brown delivered a very useful training session; in particular, I enjoyed looking at the learning styles of our TBC Inc team!" **Elliot Mendosa.**

"I found the management training, as always, very useful. Looking at individuals and how we are going to develop staff is critical to the pace of our growth. With all the managers, including Elliot and Luke being English, it was very interesting to bounce ideas off each other about the differences in English and Canadian management styles" **Joe Middleton.**



The 'Think Tank' in action, L to R: Joe Middleton, Luke Biscoe, Iain Brown, Marcus Jepson & Elliott Mendosa

"The feedback from the recent training has been excellent. Iain Brown delivered management and operational training to the teams at CPA Canada and TBC Inc. I am aware that Iain worked hard to develop new courses for the Canadian market and they seemed to go down incredibly well. From my point of view, seeing people having fun putting what they learnt into practice, is the best feedback I can get!" **Marcus Jepson.**

Helen Fox CTS – deserted island adventure!

Some people just like to give some cash, others hurl themselves off a cliff face and then there are those that like to cycle or run. The variety of ways of fundraising for Fisher House has been staggering. For Helen Fox at CTS, the idea of fundraising is being taken to a whole new level by choosing to stay overnight on an uninhabited island in true Bear Grylls style. This is the story.

"My chosen destination for this overnight camp is the island of Inishkea. A remote island situated off the coast of the Mullet peninsula in Ireland. I am travelling to Mayo on 23rd June and will stay over on the Island on Friday 24th - heading back Saturday afternoon – one night will be plenty long enough!

"To prepare for the big day I visited Mayo back in March to check out the logistics, high tides and so on to make sure I could get back safely. The first thing that was apparent was that there is virtually no mobile reception on the island so if I run into difficulties I will need to send up a flare - my uncle has said he will send for a helicopter (I don't think he was joking!). He takes sheep over to graze every few

months so he assured me I'll get back eventually!

"I love my home comforts, so this is a bit of a Bear Grylls adventure for me. With my rucksack laden with food, water, wet wipes and a cheeky bottle of vino, I will set sail for the Inishkea Islands just off the west coast of Ireland very soon. In the early 1900's it was a self-reliant community, dependent on fishing and farming until disaster struck in October 1927 - 20 locals were out fishing in currachs when a hurricane hit. When the winds dropped and the sea calmed the human loss was tragic. Ten young men had drowned. My grandfather survived but lost two brothers. The tragedy broke the spirit of the islanders and they were forced to relocate on the mainland. The islands have remained uninhabited ever since.



"I am very excited and apprehensive at the same time as I know how quickly the conditions can change on the island. It's all going to be worth it though and nothing compared to the life challenges many of those that use Fisher House have endured. I hope to raise as much money as possible for Fisher House so please wish me luck and give what you can."

The Just Giving link is www.justgiving.com/S-Jacques

Profile on Ian Lettice

– Fleet Operations Manager

“I joined Fleetmaster a little over 8½ years ago following four successful years as a contracts manager at a national recruitment company. I was initially brought in to support management, moving from sector to sector within the business where needed.

Around four years ago my role grew a little more focused as the business developed, when I moved to support Nick Boocock with the day to day running of FleetMaster's Driver CPC delivery team. At the last count we have successfully delivered over 7,000 Driver CPC courses to a large number of major organisations. In 2014 I was proudly appointed Driver CPC Manager.

Another part of my role includes the management of FleetMaster's First Aid delivery network. In 2014 FleetMaster secured a national First Aid contract with one of the UK'S largest employers which delivers to over 1,300 candidates annually.

Fast forward to May 2016, where I was approached to become FleetMaster Fleet Operations Manager, managing a delivery team of over 120 of the country's highest qualified Fleet Trainers. We are currently on course to deliver over 6,000 individual driver training courses to companies with fleets of 22,000 vehicles.

As a company we are going from strength to strength in a current market climate that can see many businesses struggle. We have a really talented team of support staff that drive the business forward - without their hard work behind the scenes I can't imagine we would be able to grow as fast as we are. I hope to see us continue to grow at this rate and further develop our team in the future. As Fleetmaster is a close company, it's extremely satisfying for us all when we see our hard work paying off.”



Ian Lettice (Fleet Operations Manager)

Profile on Stacey Schofield

– Operations Support



L to R: Gill Norman (Head of Admin) & Stacey Schofield (Operational Support)

“Prior to joining FleetMaster group in May 2014, I was studying Sociology at the University of Leeds. Although I enjoyed university, it soon became apparent that this was not the route for me. The thing that attracted me the most about an apprenticeship was the idea that I could still

gain qualifications but also take my first steps into the full-time working world.

My experience started when a great opportunity came up at FleetMaster to start a Level 2 Business and Administration apprenticeship. I knew from the interview stage that this was the right decision for me. After meeting Nick Boocock (director) and the team, I started my new role in the newly formed Administration Team working under the guidance of the new Head of Administration, Gill Norman.

From the first day I quickly realised the high demands of the administration team and the significant responsibility they have for the functioning of most operations throughout the business. As my days became busier I rapidly gained greater responsibilities and felt I worked more in the role alongside Gill, rather than her apprentice. My confidence grew along with my ability to take on new responsibilities and work with the different departments within the business.

Since completing my Level 2 Business Administration apprenticeship, things have really changed for me and exceeded my original expectations of what being an apprentice actually meant. The opportunities I have had to grow and develop with FleetMaster group have been both continuous and beneficial. My job role within the business has also changed. I have progressed from the Administration Team into the Operational Support Team, started my Level 3 Business Administration qualification and have my own areas of the business that I am responsible for managing and growing.

I would like to thank every member of the FleetMaster team that have not only been with me through my experience but also supported me and developed me into the individual I am today. I especially look forward to continuing my journey with the business and am confident that this year will be as, if not more rewarding than the previous two.”

Training Update

Branch Administrator Foundation Programme

We announced the launch of the Branch Administrator Foundation Programme in the last edition of SWS Best News and are pleased to report that initial feedback is very positive. New administrators have found the combination of modules, tutorials and the mentor helpful in supporting their early development. In July we will be launching the face to face element of the programme. This includes a Day 1 at Topaz with the Consultants as well as Day 2, Communicating with Impact and Day 3 Prioritising, Planning and Problem Solving. We are pleased to announce that Days 2 and 3 will be open to our existing branch administrators and are looking forward to investing in their future development.

Consultant Foundation Programme

The Consultant's Foundation Programme has also undergone some changes

recently. In response to feedback from the business, the training team have made an amendment to the length of the programme which has now been extended to 22 weeks. This will give new starters additional time in branch to apply their learning. This extra time will be supported by the use of relevant Best Practice cards.

The extended programme also gives time for delegates, managers and plan 'mentors' to review learning and identify additional support or development required. Informal reviews will replace the appraisal which previously took place at three months. Ultimately, managers have more flexibility in setting the pace and direction of the new starters' development, supported by the plan 'mentor' who will assist with on the job support.

Paul Crocock, Senior Branch Manager, has found the introduction of mentors

particularly helpful as he believes that giving Consultants an insight into developing new starters aids their own development. He has also found the reviews useful in keeping a closer eye on the new starters' progression.

All changes are outlined on the SWS training portal which provides links to relevant material and supporting documents for both delegates and managers.

Feedback - as part of the ongoing review of the Consultant Foundation Course we are asking all delegates and their Managers to complete an online post-course questionnaire. Please ensure these are done, they are anonymous and honest and meaningful feedback will help to ensure that training programmes remain relevant and fit for purpose.



Chris & Kerry Jones

Kerry and Chris Jones

A little known fact is that 10 years ago, following the company's 15th year celebration, Kerry (now Jones) met Chris Jones and, as they say – became an item! It is with great pleasure to announce that the couple are celebrating 10 years together so their presence at the big party was all the more poignant for them and us. Although Chris tried 'greener pastures' for a while he is happy to be 'back home' at TBC. And we are happy to have you back. Congratulations to Chris and Kerry on your decade of happiness and we wish you many more years to come.

SWS Group forges a new era for Bailey Care Services

The departure of Graham Bailey from Bailey Care Services at the end 2015 signalled an end to a family dynasty stretching three decades.

The Bailey Care operation was established in 2005, 21 years after its founder, Nick Bailey had launched Bailey Employment Services in 1984. Nick's son, Graham, joined Bailey Care in 2007 to take on the role as care controller at its head office in Melksham.

The Care Division was developed as a specialist provider of professional care staff to the residential and home-care sectors servicing clients across Wiltshire, Somerset and Gloucestershire. It soon became successful and quickly expanded following the purchase of two independent operations in Oxford and Trowbridge.

With inevitable growth new faces were added to the team with Penny Garlick joining the Melksham office in 2011 as a temporary care worker before progressing to Care Division Administrator and then Consultant. A year later, it was all change for the business as acquisition was on the horizon.

In 2012, Bailey Employment Services, along with the care operation, was acquired by the owners of The Best Connection and formed part of the Strategic Workforce Solutions Group. Since then, all five locations have been rebranded Bailey Care Services.

As part of the new business strategy, Melksham Care Division was split into residential and community supply operations in 2013. The community team commenced business from a dedicated Bailey Care office in Swindon whilst residential remained in Melksham.

To address the expansion of the company, Lisa Rothnie joined the company as the Care Division's Operations Manager in 2014. Her remit included the standardisation of services and driving business growth.

Further expansion to the south of the country involved building a new team under the guidance of Ami Smithers. Penny Garlick agreed to a secondment position to support the implementation of systems and best practice. The team has now developed into an established successful branch and Penny has returned to her position as senior care co-ordinator in the Melksham branch.

"Under the guidance of SWS Group, the Bailey brand has grown geographically to include Swindon, Oxford, Worthing and Trowbridge and we plan to continue our investment and commitment to developing the brand further, said Neil Yorke, Director.

Bailey Care provides high calibre qualified care staff for client assignments, all of whom undergo a robust recruitment process

which includes DBS checks and assessment of qualifications and relevant experience. The Care Certificate has been implemented throughout Bailey Care. This is the new minimum standards in social care developed by Health Education England and Skills for Care. Although not a legal requirement that all agencies need to put in place we felt it important to implement at Bailey Care to ensure high quality care workers are developed within the company. This involves workers being assessed in the recruitment process and their induction, incorporating completion of the Care Certificate, which is a process of learning/refreshing/improving their knowledge whilst being continually observed and assessed throughout a period of up to 12 weeks. Additionally, valid references are also obtained in accordance with the Care Quality Commission (CQC) regulated standards.

"Care at home allows people to maintain their independence and remain in charge of their lives in the familiar surroundings of their own home. We believe that everyone should have the right to choose to live in their own home and be given the care and assistance to do so safely and securely," said Lisa Rothnie, Operations Manager.

"Bailey Care has grown and evolved since 2005 and now offers a broad range of home care services from half-hour visits to 24-hour live-in care for private, direct payments or individual budget clients.

"Our services range from companionship, personal care and rehabilitation, through to more complex situations working with complementary healthcare professionals to ensure the optimum level of care is delivered," added Lisa.

Under the new management team and the SWS Group leadership, Bailey Care will remain a strong brand in the care sector as it continues to deliver excellence in making a positive difference to people's lives.



Lisa Rothnie, Operations Manager

More Great Talent Acquired

What a difference a year makes!

It's only been just over a year since Andy Guest launched the Talent Acquisition Division recruiting internal staff across the SWS group. Since recruiting the first member of his team, Karen Gismondi, in December, the team has gone from strength to strength working on and gradually filling more and more vacancies.

In the first full year the Talent Acquisition team introduced over 100 new starters into the business across a number of companies within the Group. This peaked in April 2016 when 23 sourced candidates were successfully offered positions. Other achievements have included the design and launch of internal vacancies on the TBC website and the accompanying internal application process that has seen a number of staff progress their careers.

Career opportunities exist across the Group and specifically within The Best Connection. Full details of all the current TBC vacancies can be found at www.thebestconnection.co.uk/careers, so take a look.

In the past year additional jobsites and social media have been utilised to ensure that managers are given more choice when interviewing, appointing the strongest candidates available on the market.

As well as plans to increase the number of roles filled, future projects include the launch of online starter and exit questionnaires. This will be followed in the second half of

the year with the design and implementation of group assessment days and adding more interactive material to the careers section of the TBC website.

To cap a successful first year acquiring talent, Andy Guest had further cause for celebration when he married his fiancée Katie at the start of June. Congratulations Andy & Katie!



Ann passes Payroll Management Course

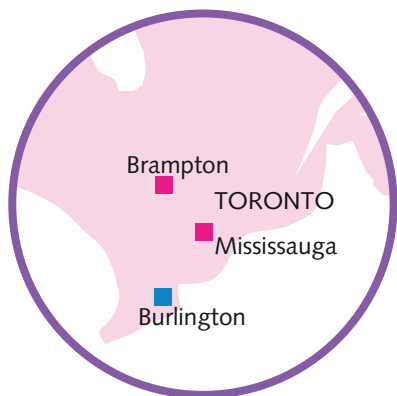
After blood sweat and tears (it always is ☺), we are very pleased to announce that Ann Harper has successfully completed her ICB Level 3 Certificate in Payroll Management.

The Open Study College course Ann followed provided a comprehensive introduction to payroll and covered areas including; legislation relevant to payroll, recording of expenses and benefits, payments, timesheets, pay reviews and variances; payroll process for holidays, absences and leavers and automatic enrolment and pensions.

Ann completed the 12-month course by distance learning which involved passing a series of tutor-marked assignments. Well Done Ann!



SWS GROUP



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EMPLOYMENT GROUP

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