

# BEST NEWS

## NEW LEGISLATION PROTECTS TEMPORARY WORKERS

Another year is nearly at an end. It seems no sooner has one started than we are busy planning for the next. I'd like to say a big thank you to everyone for all the hard work which has undoubtedly been a key factor of our successful survival of the World Recession and our strong climb out of it. This year has been a great success measured both against our previous year's results but also against our budgets. Congratulations to everyone who has improved on earlier years and also beaten their current year's budget.

As a country we are not out of it yet and very uncertain times lie ahead. Massive cuts, higher taxes and a financial system which seems to be oblivious to the needs of business and individuals. We are a very strong company and have clearly demonstrated this over the past two years. I believe we can capitalise on the uncertain times ahead and as a group go from strength to strength.

However, legislation is once again about to rear its ugly head in the form of the AWR, that's the Agency Workers Regulations. You will all be hearing a lot more about this over the next few months and there is an introductory article in this issue of Best News. Mike Cooper has been travelling around the country presenting the issues to managers throughout our branch network. Although it is called the Agency Workers Regulations, in the main it affects our clients and their working practices.

We have a big job to do. We must communicate to all our clients, in a straightforward way, what the AWR means, what we can do to help them and the way in which we can work together to manage the changes. In simple terms the legislation is there to protect the temporary workers.

For those of you who have been through the Foundation Course and have been subjected to the Directors' Question Time sessions, you will at some time have heard us all state that we have 'two groups of clients' - we of course have the Client Company, which provides the assignment, but as important is the Temporary Worker who does the work.

We have always realised that our success is based upon high quality temporary workers. Workers who know we have their best interests at heart and who believe we will always find them the work they want, in the correct environment, at the

right location and for the right pay rate.

We must therefore embrace the AWR for what it is and take the opportunities it offers.

Also included in this issue of Best News are stories regarding how temporary workers supplied by The Best Connection helped to maintain a fresh water supply to households in Newcastle; new premises for Derby, Master

Vendor contract signed with the Co-Op in Sunderland, When you wish upon a Star charity donation and Mike Cooper's appointment onto the REC Council of Directors.

As you will see, there is a variety of content to educate, inform and maybe amuse. Please send Neil, Jan or myself any issues currently happening in your branch or region or anything which you feel your fellow TBC colleagues would enjoy reading about.

Finally, may I wish you all a Merry Christmas, a bit early I know but the next Best News isn't until February 2011.

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.

**tel: 01926 843693**

**mob: 07976 284248**

**email: [jan@marketnotions.com](mailto:jan@marketnotions.com)**

## A Guide to the Agency Workers Regulations (AWR)

The purpose of the Agency Workers Regulations is to give temporary agency workers the same basic pay and employment conditions as they would have been entitled to had they been directly recruited by the hirer to do the same job. These regulations will be implemented in October 2011 and whilst there may be some tweaking by the new government, major changes seem unlikely.

The right will commence after the agency worker has had 12 weeks of service with the same hirer. This will obviously have financial implications for many of our clients unless we can work with them to deliver a solution that satisfies the regulations.

What is clear is there is not one

straightforward solution to these regulations and this will vary from labour user to labour user depending upon their scale, type and pattern of agency worker use.

### AWR Road Shows

To ensure that we are ready to face the challenges ahead and are in a position to take advantage of the opportunities created by the implementation of the Agency Workers Regulations (AWR) in October 2011, Mike Cooper and Andrew Higgins, head of Managed Services, have embarked upon a series of 'road shows' presenting the facts behind the regulations, to both senior managers of The Best Connection and our clients. The reaction so far has

been extremely positive from our managers who have welcomed the knowledge gained from the presentations which will enable them to have meaningful discussions regarding the subject. The response from clients has been equally encouraging with feedback suggesting that they have been impressed with the level of detail that we present and have been particularly interested in the guidance that we offer to limit the cost of compliance when required to implement the regulations. Whilst so far we have visited clients' premises to deliver the message on a one to one basis, we have also arranged a number of 'road show' days at both our offices and hotels throughout the UK, where we are bringing together a number of like minded clients to consider the implications of the regulations and hopefully create an environment where our clients can interact with each other to discuss the way forward.

# WHEN YOU WISH UPON A STAR



## DONATION FROM THE BEST CONNECTION

The Best Connection has donated £1000.00 to When you wish upon a Star. When you wish upon a Star is a small charity whose primary aim is to grant the wishes of children suffering from life threatening illnesses. Since the charity started in 1990, it has granted over 14,000 wishes for some very brave and courageous children and their families. All children have wishes, but for these children and their families their wish is so much more precious.

Wishes are varied and far reaching. For some a trip to Disney Florida or Paris to meet their favourite characters; for others it is a chance to get up close to a favourite pop star or sporting hero. Some children simply want books and toys. Whatever the wish, wherever possible When you wish upon a Star aims to make that wish a reality.

When you wish upon a Star relies solely on fundraising

events and the generosity of the public to enable the Wishes of these special and courageous children to be granted.



Lisa Brown is pictured with Neil Yorke and Andrew Sweeney

## Congratulations

to Phil Simmonds' PA, Kim Marsh, on the birth of her baby boy. Henry Thomas David was born on 21st September, weighing 6lb 9oz.

# New Office for The Best Connection's Leicester Branch

The Leicester branch of The Best Connection has relocated to new premises in the city centre. Having outgrown its previous base of 12 years at Charles Street, the branch has moved into larger premises, also on Charles Street, which will allow for expansion.

The branch, which supplies many household names throughout the area, is managed by Paul Tavinor who has 24 years industry experience and has been with The Best Connection for the past six years.

One of the key elements of the success of the branch is the team which supports the operation. Administration is headed by Jayne Pegg and supported by Leoni Nielson who has worked together for the past five years. Within the Industrial Division is Lee Gilbert, senior consultant Ind 1 and plan partner, Tom Leaper, consultant level 3. Lee has been with TBC for almost five years having previously spent 10 years in the industry and Tom is currently going through his Foundation Programme. Running Ind 2 is Rob Vitols, who has recently been promoted to Industrial divisional manager, with Michelle Goddard, consultant Level 3, who is also working through the Foundation Programme. Complementing the Industrial Division on Ind 3 is Stuart Biggs, senior consultant.

The HGV Division team comprises Geoff Turner, driving divisional manager and senior consultant Iain Cummings.

The team at Leicester look forward to developing and expanding the branch from their new base in the coming years.



Leicester team - back row: Rob Vitols, Stuart Biggs, Tom Leaper, Iain Cummings, Paul Tavinor, Lee Gilbert, Geoff Turner, Dave Schilling  
Front row: Jayne Pegg, Leoni Neilson, Michelle Goddard, Hayley McLaren

# Water Supply Catastrophe Averted by TBC

The Best Connection employment group was instrumental in providing Wincanton Plc with temporary drivers and night support staff recently at very short notice and in doing so, helped to avert the disruption of fresh water supply to over 250,000 households in the north east of England.

As a result of major repairs to a main water valve supplying the region, The Best Connection's temporary workers were required to support Northumbrian Water in Darlington with the distribution of fresh water to people in Newcastle. Wayne Kenyon,

TBC Manchester, was tasked with sourcing eleven temporary drivers to meet the customer's requirements. Working closely with Ian Hope in Tees Valley, this was achieved in double quick time allowing everyone to breathe a sigh of relief. Keith Bowe, Middleton Shared User, Wincanton plc, contacted Wayne to compliment the team's efforts:

"Just a quick note to say a big thank you to yourself and your team at The Best Connection in Manchester and the North East (Jason). Almost 250,000 people would have run out of water in Newcastle had Wincanton

not responded in such a swift way, and The Best Connection played a major part in that."

The Best Connection was asked to help due to the incumbent supplier of temporary workers letting the customer down at the last minute which makes the story all the more rewarding!

"To respond with drivers at such short notice shows a real passion for the business," said Phil Simmonds. "It was fully appreciated, not only by Wincanton, but by all the Team at Water Services."

# The Best Connection Expansion leads to New Derby premises

Flexible Workforce Solutions Provider, The Best Connection, has moved into new premises in Bold Lane, Derby. The move to larger office space above the Mango Tang restaurant in Derby's Cathedral Quarter will accommodate the expansion of the branch.

Mike Cooper, director of The Best Connection, commented: "As we specialise in the provision of temporary workers to the Industrial, Warehousing and Driving sectors, it is vital that we operate from the right location. Iron Gate has served us well since moving into Derby eight years ago and the business was an immediate success. However, continued expansion has necessitated a move to bigger premises and we are delighted with our new home in Bold Lane, particularly as it is opposite probably the most secure car park in the UK.

"Derby is a thriving area with excellent access to the rest of the country and is well positioned to attract even more large employers into the area as we emerge from the recent economic downturn. As this happens we are confident that the move to Bold Lane, together with the expertise of our

staff and the quality of the workforce available in Derby, will ensure that we can meet any temporary staffing requirement from existing or new employers, with many resulting in permanent jobs for local people."



*Derby team, l to r: Alan Worth, Richard Butler, Rebecca Horsley, Craig Chamberlain, Irena Unda, Sam Taylor, Martin Gibson, Russell Grantham and Joe Taylor, Colin Sheasby (front row)*

# Co-Op Contract for Sunderland

Having been a relatively minor supplier of LGV Drivers to the Co-Op in Birtly, the Sunderland office of The Best Connection was asked to tender for the role of Primary Vendor. Aably assisted by Andrew Higgins and Ian Russell from Managed Services, Jacqui Craggs, manager of the Sunderland branch presented the case for The Best Connection.

The Co-Op made the decision, not on which company was supplying the most drivers at that time, but which supplier could handle the predicted increase in business whilst maintaining the quality of the drivers and having the ability to manage the additional systems and monitoring procedures to remain compliant with all driving regulations.

The contract to supply up to 30 drivers per day with a potential value of £700,000 and the status of Primary Vendor was awarded to The Best Connection in August 2010. This decision was the springboard for an additional consultant to join the branch, resulting in a second driving plan in Sunderland.



## BEST PEOPLE

**Congratulations** to Mike Cooper who has recently been elected to the **REC** Council of Directors



Mike Cooper

We asked Mike to explain the significance of this appointment to The Best Connection along with other questions:

Given the growing number of major issues affecting our industry at the moment, this is a great opportunity for The Best Connection to be at the forefront of the lobbying campaigns and decision making

process and to influence the shape of recruitment industry for the future.

### Who or what is the REC?

The Recruitment and Employment Confederation was formed in January 2000 following the merger of The Federation of Recruitment and Employment Services (FRES) and the Institute of Employment Consultants (IEC). This was done to provide one, powerful voice to represent the recruitment industry against a growing trend of legislation.

### Who are the Council of Directors and what is their function?

The Council of Directors Comprises 17 representatives who are Directors of corporate members and seven Directors who represent the Individual members. The Council is the governing body of the REC and is responsible directly and through committees for supervising the work of the REC Executive.

### How does that work in practice?

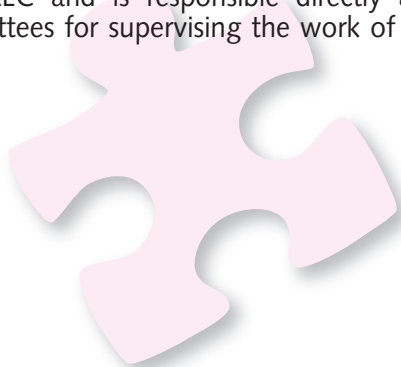
Through regular board meetings throughout the year, working parties look at specific issues and an annual two-day 'get together'.

### Sounds like a bit of a 'jolly'?

That's what I thought, (and hoped!), however, it was an intensive two days and most of the council were exhausted by the end of day two. All issues including working practices/procedures, staffing, paid for products, training, research, etc., that you would automatically associate with the REC were discussed - initially as a group of three or four - then collectively, before being analysed, amended and agreed.

### What are the major issues that you refer to affecting our industry?

The most obvious one is the AWR (formerly AWD) whereby temporary workers become eligible for equal pay and benefits to a comparative permanent worker, after a qualifying period of 12 weeks. This is due to come into effect in October 2011. Many businesses use temporary workers as a cost efficient alternative to permanent staff where the peaks and troughs of their business make it unrealistic to take on full-time permanent workers. This legislation could raise the cost of engaging temporary workers and affect the flexibility that has made the UK so competitive against our European rivals. One of our clients claims that it could cost them an extra £3 million to implement the new legislation. Unsurprisingly, many companies are seeking to review their working practices in order to remain compliant and competitive. (See details relating to AWR in this issue).



# The Best Connection

EMPLOYMENT GROUP



Location	Tel Number	Fax Number
Birmingham	0121 628 8000	0121 628 8001
Bolton	01204 394400	01204 394455
Bristol	0117 957 6999	0117 970 8559
Burton	01283 545333	01283 545075
Cannock	01543 468260	01543 579248
Cardiff	02920 494700	02920 483188
Carlisle	01228 590690	01228 590790
Chesterfield	01246 209222	01246 209333
Coventry	02476 228040	02476 228042
Crawley	01293 515333	01293 516333
Crewe	01270 251100	01270 251117
Croydon	0208 256 0120	0208 256 0129
Derby	01332 291444	01332 291222
Doncaster	01302 341114	0114 275 8188
Dudley	01384 230003	01384 239691
Earls Court	0207 373 1129	0207 373 1770
Eastbourne	01323 887111	01323 430459
Gloucester	01452 383303	01452 521351
Hanger Lane	0208 998 9910	0208 998 6227
Hertford	01920 468770	01920 460272
Hull	01482 610160	01482 610686
Kidderminster	01562 66555	01562 825695
Lancaster	01524 383438	01524 383638
Leeds	0113 243 1033	0113 243 0951
Leicester	0116 251 2363	0116 251 2364
Liverpool	0151 236 0111	0151 236 0999
Luton	01582 405444	01582 488280
Maidstone	01622 664999	01622 664218
Manchester	0161 237 9333	0161 237 9444
Milton Keynes	01908 699466	01908 699477
Newcastle	0191 230 2007	0191 230 2008
Newport	01633 842164	01633 842135
Northampton	01604 629888	01604 627444
Nottingham	0115 958 5880	0115 958 5884
Nuneaton	02476 382211	02476 382233
Oldham	0161 626 4222	0161 626 4777
Oxford	01235 550077	01235 554024
Peterborough	01733 555672	01733 341073
Plymouth	01752 256360	01752 252680
Poole	01202 682282	01202 682482
Portsmouth	0239 286 4411	0239 286 4422
Preston	01772 201777	01772 201888
Redditch	01527 591141	01527 591142
Scunthorpe	01724 876111	01724 876222
Sheffield	0114 275 8181	0114 275 8188
Southampton	023 8033 3188	023 8033 3199
Staines	01784 450555	01784 450122
Stockport	0161 968 1964	0161 968 1965
Stoke	01782 209666	01782 209777
Sunderland	0191 567 1100	0191 567 1133
Swindon	01793 542211	01793 514213
Tamworth	01827 53333	01827 53090
Taunton	01823 330621	01823 256240
Tees Valley	01642 672655	01642 672654
Telford	01952 898242	01952 246065
Walsall	01922 639000	01922 636500
Warrington	01925 629666	01925 629777
West Bromwich	0121 553 7755	0121 553 7766
Wolverhampton	01902 773000	01902 773001
Worcester	01905 731777	01905 731888
Worthing	01903 234500	01903 234555

The e-mail address for each branch is the branch@thebestconnection.co.uk  
e.g. burton@thebestconnection.co.uk

