

## New EU Legislation - not a 'tempting' prospect?

There are some 80,000 people employed across the recruitment industry in the United Kingdom, according to figures released by the Recruitment Employment Confederation (REC). And there are in excess of one million people placed in temporary and contract employment through recruitment agencies every year, with the industry generating an annual turnover of £18 billion, which, it can be considered, certainly assists in the UK's low unemployment record compared to other EU countries. In 2001, 49 per cent of temporary workers (around 0.5 million people) bridged into permanent employment via a temporary role.

This is big business, and impacts significantly on the UK workforce and economy. So, the current issues with the Agency Workers Directive, or Atypical Workers Directive, looking at European Regulation for Temporary Work Agencies, currently being considered as Europe-wide legislation will have significance indeed for the recruitment industry, temporary workers and client companies alike.

The REC asked Louise Hewett to join a small group of delegates in London on the 22 July to represent UK members and meet with Ieke van den Berg MEP who is the Rapporteur for the Agency Workers Directive.

The REC delegates explained several burning issues including the vital role played by temporary staff in the UK and the need to maintain temps flexibility to work as they choose. This also benefits employers who often utilise the 'temp to permanent' route as their preferred means of recruitment.

Recent UK legislation has led to welcome extended rights for temporary workers such as working time directive, holiday pay, minimum wage, etc. The general consensus within the recruitment industry and from other business representatives is that this current proposed European Agency Workers Directive (as drafted) could lead to severe lack of flexibility and opportunity for everyone concerned.



Ieke van den Burg invited the REC delegates to suggest a formula for further discussion and another meeting was proposed to introduce constructive solutions in the near future.

Louise explains: "One of the reasons that the UK has amongst the lowest unemployment records in the EU is due to the invaluable service agencies such as ourselves give to temporary workers, in helping them to re-enter the labour market. Any further complexity of regulations will have a negative effect on the market, and deny employment opportunities to those who need them most."

## Much much more than just a source of temps

Su Austin is HRD Manager for Southco. In her capacity as a client of Hewett Recruitment, Su is always delighted with the standard of service she receives. But she also has a slightly different perspective on her relationship with Hewett Recruitment, having once also been a temporary worker for them.

Su's relationship and contact with Hewett Recruitment began approximately ten years ago when she sought help to get out of a permanent position she hated, and Gloria Hodgkins placed her at a company in Droitwich.

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Su Austin with two Hewett Recruitment temps: Howard (l) and Jonathan (r)



## Much much more...

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As part of her career progression, over the next two years Su moved to Southco, initially in the role of Customer Services Manager, and then more latterly since 1999 as the company's HRD Manager.

Since then, Su has enjoyed the contact she has with the Hewett Recruitment team to find her temporary and permanent candidates for varying roles at Southco, as well as taking advantage of the additional HR services the company offers.

"It has been interesting for me having seen both sides of the coin! What sets Hewett Recruitment apart is their knowledge regarding HR issues and best practice procedures which they make available for their client companies," said Su. "This is invaluable to me, not only for dealing with staff, but also on a broader level, as Hewett Recruitment offers opportunities to get involved with other HR managers in the region, as a networking and knowledge swapping exercise."

"At every stage, the Hewett Recruitment team is able to assist, be it with placements or information and advice – however busy they all may be. They are so much more than just a source of temps to me," said Su.

*Southco is a manufacturer of access hardware, with UK sites in Worcester and Cheltenham, employing some 220 personnel.*

# Talking Business

In a recent local press article, Louise Hewett looked at the subject of empowerment, and what it means for both employees and employers.



Louise Hewett

## All power to you...

One of the great business buzz words of recent times is 'empowerment', but what does it really mean to you? According to international business guru Geoff Burch, (see below story), 'empowerment' is one of those great management words that has lost its value through overuse.

## Front line staff

As Geoff explains, empowerment is about moving the decision making process into the front line to the cutting edge staff, enabling them to make decisions for themselves. It's also about trust. When staff are given direction, painted the big picture and understand where the company is heading, we have to trust them enough to let go of the reins, allowing them to progress in that direction.

Why do people work for us? Why do they work for any company? In a world where smart people are our scarcest resource and intelligence (in both senses of the word), a decisive weapon for survival, ignoring this could be fatal.

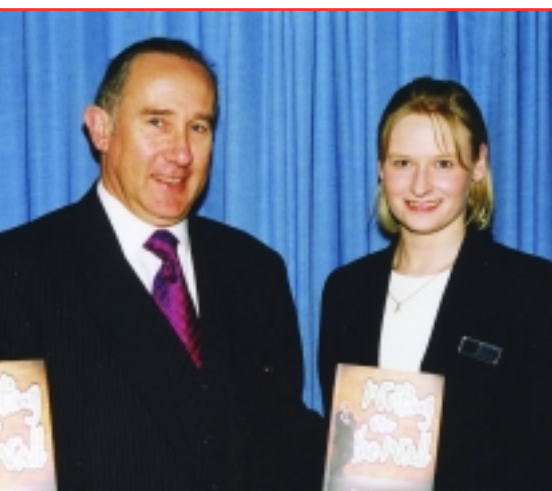
## Value added

A powerful, sustainable source of differentiation in the employment market is fun: provide a workplace that offers employees an enjoyable time. The first step to making your workplace fun is to value your people. This is not about saying you value them, it is about doing it. In this area, you cannot fake sincerity.

The second step is to provide them with real power. Nothing is more likely to make a workplace sparkle than the people who work there having genuine choice in the things that matter - the **how**, **what**, **when**, **why** and the **who** of getting the job done.

This is real empowerment. If we have given our people the right tools and they have clear principles and goals, it should not be necessary to sit on their backs or constantly chase them up. They will chase for themselves, give way above our expectations and get real satisfaction from the job.

# The Hells Angel of Management!



At a recent Hewett Recruitment seminar, renowned speaker Geoff Burch lived up to his reputation as the Hells Angel of Management.

Pulling no punches about the route to success, Geoff spoke about employee motivation and empowerment in a lively and entertaining way. His approach proved a success with the audience of Hewett Recruitment clients and staff alike...

Geoff Burch with Joanne Watkins (Worcester Branch Manager)

*"Thank you for inviting me.... Geoff's views are interesting to say the least, I nearly fell off my chair with laughter!"*

*"Geoff Burch cast a refreshing light on management and human resource. Thank you for inviting us."*

*"I now fully understand the word 'empower' and hopefully can put into practice what he preached!"*

# Question Time

Debra Mountford, HR Manager of Purac gives us the low down on herself and her career.

**Where were you born?**

Wordsley, West Midlands

**What was your first job?**

A Saturday job as a frozen foods merchandiser for Ross Foods whilst studying for my A-levels.

**What is your greatest achievement?**

Probably getting my CIPD qualification, done over 3 years mostly in my own time, whilst working full time! I gained joint highest results in my college in the final exams, for which they awarded me the accolade of Student of the Year.

**What drives/motivates you?**

Being able to see the results of my efforts, making a difference – however small.

**What is your biggest regret?**

That would have to be an industrial strength home perm my cousin did for me when I was about 13. I had visions of Nicole Kidman, but the result was more Crystal Tips, and I was teased mercilessly at school. Quite traumatic for a shy adolescent!!

**What makes you angry?**

Cruelty to children and animals – oh, and bad decisions by football referees have definitely made my blood boil from time to time!

**What single thing would most improve the quality of your life?**

If West Bromwich Albion stay in the Premiership so I won't have to put up with a sulking husband!

**What would be your dream job?**

A presenter on one of the holiday shows. I'd love to jet around the world and get paid for telling everyone what a wonderful time I was having...

**How would you describe yourself in three words?**

Happy, conscientious, positive.

**What is your most treasured possession?**

A Gucci watch that my husband bought me for our wedding.

**Which household chore do you hate the most?**

Definitely ironing, which I hate with a passion.



Debra Mountford

**What aspects of your job give you the most satisfaction?**

The variety, no two days are ever the same and there are always new challenges to get the 'old grey matter' going. Also, I'm lucky in working for a progressive organisation where everyone pulls together as a team and where HR is considered an integral part of the business (not a necessary evil). This gives me opportunity to get involved in business planning and strategic issues.

**What would you do if you won one million pounds?**

I'd give some money to my immediate family and my favourite charities. Then I'd buy a villa in Italy, and spread my time between Italy and the UK.

## A worthy cause...

In 2000, Louise Hewett was awarded the title of Worcestershire Business Woman of the Year, in the 'Worcestershire Women of the Year' scheme and luncheon run since 1986 to raise money for St Richard's Hospice in Worcester, the local hospice serving South Worcestershire, caring for those suffering from cancer and other life threatening illnesses.



for the event. "We are building on 2000," said Carol, and added: "I am delighted that one of the previous award winners wants to help in this way to put so much back into the community."

The 2000 awards and luncheon raised an incredible £30,000 for St Richard's, which this year's Chair Carol Bawden is hopeful of at least matching at the 2003 event. Carol is delighted that Louise Hewett will be responsible for sponsorship and fundraising

For 2003 the categories have been changed slightly to the Achiever's Award and the Voluntary Award. If client companies and candidates want to get involved or have ideas to help Louise raise this money, please contact Gloria Hodgkins at the Kidderminster office.

## Supporting the Chamber Business Festival

In March this year, the Chamber of Commerce and Business Link, Herefordshire & Worcestershire held its Business Festival and Awards. Hewett Recruitment was delighted to sponsor the Community Business of the Year Award, won in 2002 by Concern Universal.

## Showing Enterprise

As she steps down this year as Strategic Board Chairman for Young Enterprise (Herefordshire & Worcestershire), Louise Hewett would like to thank the large number of local businesses who have supported this charity, in the hope that they will continue to do so, to assist the many young people who take part each year in the programmes to gain important business experience.



The team from King's School Worcester and their advisors, winners of 2002 Young Enterprise finals. Picture with them are (back left): Michael Brinton - Lord Lieutenant of Worcestershire and (back right) Louise Hewett



Standing then kneeling left to right : Sharon, Teresa, Annabelle and Joanne

## Raring to go... for a good cause

The energy and enthusiasm shown by the Hewett Recruitment team at work, is also visible in their extra-curricular activities, raising funds for worthwhile charities, and having fun along the way...

Sharon, Teresa, Annabelle and Joanne from the Worcester office took part in a sponsored aerobathon in March this year. In aid of the terminally ill children's charity 'Starlight', they raised a very sweaty and energetic £200!

In June 2002, some 4,000 women ran or walked through Worcester city centre, as part of the Race for Life in aid of Cancer Research. Joanne Watkins, Annabelle Cooke and Teresa Wynn from the Worcester office completed the 5 kilometre event, together raising approximately £250.

Temp Amanda Woodvine was sponsored by Hewett Recruitment when she ran and successfully completed the Action Heart 10k Road Race in a time of 59 minutes and 42 seconds, raising £195.50 for the charity.

Amanda Woodvine



Above, Left to right: Diane Hall (Senior Industrial Consultant), Dave, Sue and Sara Flack (Branch Manager)  
Left: Neil with Joanne Watkins (Worcester Branch Manager)



# Temps of the year

Congratulations to Dave Cloughton and Sue Timms who have just been awarded the Temp of the Year, for the industrial and commercial/office divisions respectively, by the Kidderminster office. Congratulations too to Neil Ashman, Temp of the Year for the Worcester office.

## Top Temps!

When temporary workers are happy in their role, they will work harder and be more productive to employers. And it works both ways! Here are some examples of happy Hewett Recruitment temps who have loved the roles found for them.

*"Hewett Recruitment is the friendly, caring agency, with staff always willing to listen and help."*

*"Staff always have my best interests at heart."*

*"After a bad experience with another recruitment agency, I never thought I would enjoy temping, but you have proved me wrong."*

*"I would like to thank everyone at Hewett Recruitment for all your help and support. I have thoroughly enjoyed both my placements. Thank you for helping to restore my confidence!"*

*"Everybody at Hewett Recruitment has been so helpful and friendly whenever I needed help."*

## Keep young and beautiful

The Hewett Recruitment workforce was treated to a pampering weekend at Ragdale Hall health farm in Leicestershire in January 2002 as its Christmas present from the company. In the relaxing atmosphere of Ragdale, everyone enjoyed the health and beauty treatments and left feeling refreshed and gorgeous!



Keeping young and beautiful at Ragdale Hall

## Contact us...

**E-mail :**  
louise@hewett-recruitment.co.uk

**Kidderminster Office**  
1 Bridge Street, Kidderminster,  
Worcestershire, DY10 1BN  
Tel : 01562 69090 Fax : 01562 515214

**Worcester Office**  
38 Foregate Street, Worcester, WR1 1EE  
Tel : 01905 613413 Fax : 01905 29336