

News in Brief

Dining at the Bluebird

If you are lucky enough to get an invitation during the festive season to dine at the prestigious Bluebird Restaurant, the famed Conran gastrodome, you may very well be shown to your table by one of the lucky Kennedy Scott candidates currently going through the selection process at this highly regarded foodie paradise.

Moving On – Moving Up

Kennedy Scott has recently created a brand new two day course designed to increase motivation (even more) in workless clients. "Moving On – Moving Up" is currently being piloted at our centres throughout London and the home counties and we are getting hugely positive results

Working with Barnet PCT

Following recent discussion between Urmish Patel, Kennedy Scott's Employer Development Executive and Barnet PCT we are looking forward to adding Barnet's jobs to our range of vacancies within Healthcare and its support services.

Revamping our website

The Kennedy Scott website is undergoing a complete makeover. Finishing touches are currently being put into place and the website will be complete early in the New Year.



Sanjay Kataria

Playing host to Work Is

Kennedy Scott has been pleased to play host to "Work Is..." the Islington Job Brokerage for some of their recruitment open days. Sanjay Kataria, Account Manager at "Work Is..." said of the experience "they actually supported us by supplying one of their most experienced staff. Furthermore, the quality of clients submitted by the organisation was excellent. Thanks to Kennedy Scott on behalf of all at "Work Is..."

In the Saddle

Course Leader David Stone, featured in February's issue of KS NEWS, is back on his bike! By completing The Cat & Fiddle 55 Mile Challenge, sporting his snazzy KS Jersey, David raised a splendid £400 in aid of the Cystic Fibrosis Trust.



David Stone

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KS

KENNEDY · SCOTT

SHARE THE CHALLENGE - SECURE THE FUTURE

KS NEWS

www.kennedyscott.co.uk

December 2005 Issue No 4

Secured! Award for Outstanding Practise by a Training Provider

Women in Security, a course designed to train, accredit, and find work for unemployed women, with an emphasis on ethnic minorities, residents of deprived wards and lone parents, has only been running for half a year, and has already attracted recognition for its achievement and innovation in a rapidly developing sector.

The Security Industry Training Awards are the sector's annual meeting where leaders and innovators in training are recognised. It was our first time attending, and the breadth of the industry and the pace at which it is embracing change were readily apparent. A buzz was in the air; the presentations were all geared around change; the conversation was all about the future. Even the awards themselves were changing: the Security Industry Training Organisation, close partners of Kennedy Scott and the award's hosts, announced they were changing to the Sector Skills Board for Security, officially recognising their importance in improving training and recruitment in the industry.

The finale of the day was the awards ceremony, and Outstanding Practice by a Training Provider was one of the final awards. The judging panel, taken from industry bodies, security companies and Jobcentre Plus, were full of praise:



Tim Geddes(Sito) Teresa Scott (KS) Eleanor Paton(JCP) Daniel Johnston (KS) Lee Templeman (KS)

"This was one of a few funded programmes that actually justified the public funding",

"Above all, it was very innovative and certainly ticked all of Jobcentre Plus's boxes",

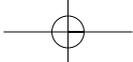
"A very good example of outstanding practice by a training provider",

"It moves the industry on and recognises the valuable contribution that women are starting to make to the security industry",

"This initiative comes at a time when recruitment is essential and it was

particularly refreshing to note that it was 'home grown' and that the driver had come from Kennedy Scott employees, who have led by example".

The last comment gave it away. We'd won a national award with our first security course, our first entry into the awards, and our first attendance at the event. Not bad for a first try! The awards were also very useful for networking and building new links across the industry, and we look forward to working with the many contacts we made in helping to build an industry that reflects the diversity and potential of the wider workforce.



Embracing Diversity

Working together towards a Shared Goal

As we hurtle towards Christmas and New Year I would like to briefly take stock of our recent major achievements and highlight our priorities for the coming months.

One of the major new projects of this year has already led to a second programme. April and October saw the launch of Women into Security in Southwark and Brent respectively. Funded by the LSC and NRF, these programmes build on our Met Police pre-employment model, preparing women from BME groups for specific and very interesting careers in the rapidly growing Security Industry. These comprehensive training programmes equip women with Industry standard certification, alongside intensive confidence building and interview skills training. I am delighted that in the space of 8 short months it has attracted such positive publicity and the SITO award secures our standing within this Industry, giving KS excellent leverage with employers in this sector.

Our Metropolitan Police Programme at Southwark, in its 2nd year, has also reaped rewards with a new MPS launch in Harrow in November. This truly was Share the Challenge as Fair Cities, our new funding body, keen to launch their demand-led programme, threw down the gauntlet with a very short lead time. This programme was truly under the microscope with visitors from the London Employer Coalition Working Ventures and PPV from New York all observing delivery at our Harrow Centre. This Brent MPS is the first Fair Cities pre-employment to go live and it has truly embraced diversity with a myriad of different BME groups represented. Having spent some time with the programme I have been struck by the amazing harmony created by this diverse group working together towards a shared goal. If we can replicate this harmony on the streets, as the majority go back to their communities to become PCSOs - If, Muslims, Jews, Sikhs, Christians, Bhuddists, and other

religious groups, continue to work alongside one another as they have done so successfully on this four week course, we will have made a significant contribution towards countering racism in the community. Hopefully this unique harmony will extend beyond the boundaries of these courses to truly make a lasting difference in otherwise difficult times!

Job Search and C.V. modules on the GOALS programme for the Park Royal Partnership. Feedback has been excellent and Mandy has found her niche. I also delighted that we have finally been awarded the much deserved, Investors in People, especially as we are one of the first companies to be assessed under the new more rigorous standards. Well



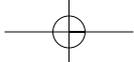
The last year has been dynamic to say the least and we have been fortunate to consolidate our centres with some solid quality initiatives to set the pace for the challenges and exciting times ahead. VREC is now paying dividends in providing a range of reports whilst also tracking clients throughout the process. The Quality team have a new lease of life under Lisa Clark's guidance and I am sure they will continue to maintain our excellent standards. Moving On- Moving Up - our own in-house, home grown motivational programme designed by Janet and Liz, has been well received in a number of pilot tests. So successful has it been that we are now selling it to East London Connexions to delivery for 16-19year old, NEET to EAT clients - I would like to also say well done to Mandy Fishley who was thrown in at the deep end to deliver

Done to Lisa and everyone from the KS team who took part.

At the time of writing we are pleased to announce we have got through to tender stage for the MPS programme and we are awaiting the results of the PQQ for the New Deal Prime contractor. This new focus will offer enormous opportunities for KS to work with other like-minded providers to share good practice, performance initiatives and in some cases space!

Finally I would like to take this opportunity to wish everyone on the KS Team, our clients, JCP, Partner organisations and Employers a very Peaceful, Relaxing and Happy Holiday and a successful 2006!

Teresa Scott
Managing Director Kennedy Scott



INVESTOR IN PEOPLE

Kennedy Scott



An Investors in People Employer

Kennedy Scott has received official confirmation that they have fully met the new Investors in People Standard. The IIP standard is a business improvement tool which is focused on improving an organisation's performance through its people. The assessment spanned 2.5 days and approximately 45% of employees were interviewed. The feedback focused on the amazing commitment of KS staff and highlighted a strong belief that the company is going from strength to strength.

In preparation for the assessment, which took place between the 9th & 11th November 2005, we looked at business strategy, renewed learning and development plans, organisational and individual development needs, leadership and management effectiveness, recognition and reward, communication, staff participation, innovation and explored ways of improving performance by leveraging current employee skills and addressing identified skills gaps.

The feedback that we received following the assessment highlighted that employees felt involved and were encouraged to innovate and participate. Employees demonstrated that they understood the significance of current learning methods, which focus on shared experience and knowledge exchange which are supported by a variety of development opportunities including internal and external training, such as achieving NVQ Level 3 and 4 in Advice and Guidance.

Kennedy Scott shifted its focus recently from predominantly classroom, generalist training to encompass more flexible methods. Learning and development opportunities are made available to all employees and we have implemented an excellent management development programme which will equip individuals with the key skills required to become effective



Lisa Clark HR Manager was instrumental in achieving IIP status

managers and future leaders who can drive forward our vision. Teresa Scott, the Managing Director, is considered to be an excellent role model, a very approachable team player committed to providing opportunities for all employees to develop and, in future, aims to deliver innovative training and client service which reflects the skills and excellence of the Kennedy Scott Team.

We believe that our flexibility towards our employees and our focus on diversity have been major contributors to our success. Kennedy Scott fosters a diverse workforce, which has enriched our service offering by reflecting the needs and experiences of our clients.

Kennedy Scott has a very flexible and supportive approach towards all employees and is focused on

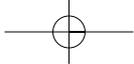
intrinsic rewards such as development opportunities, generous holiday allowance, childcare vouchers and flexible work arrangements which allow many of its individuals to balance more effectively the demands of work and home life.

The Investors in People framework is a useful tool in helping organisations, such as Kennedy Scott, plan and implement processes and practices that will support business strategy and enable the achievement of results.

This achievement reflects the importance of employee participation and highlights the fact that **people are our greatest asset**.

The continuous improvement journey has just begun...

For more information contact lisa@kennedyscott.co.uk



In conversation with Zak Veasey



CUMMINGS COMMERCIAL

KS News invited Zak Veasey, Director at Cummings Commercial, to discuss the work he carries out with, and on behalf of, Kennedy Scott.

KS Could you tell us a little bit about Cummings Commercial?

ZV Established by Justin Cummings in 1997, Cummings Commercial are an independent real estate consultants based in Mayfair. I personally joined in March 1998 after leaving the London Docklands Development Corporation's (LDDC) Estate Management team.

We handle all aspects of commercial property, including Freehold & Leasehold acquisitions and disposals, rent reviews, lease renewals and asset management.

KS Who are your regular clients?

ZV We have had the good fortune to work closely with a large variety of organisations over the past 7 years including ADT Fire & Security, Samsung Design Europe, Bedfordshire & Hertfordshire Strategic Health Authority, Kalido and BMA Professional Services.

One of my more notable successes was the recent acquisition of a Freehold office property north of Oxford Street for the Kabbalah Centre, a project that was backed by supporters of the centre, including Madonna and her husband Guy Ritchie.

KS How did your working relationship with Kennedy Scott begin?

ZV Well, that's quite an interesting story! Four years ago, at a time when KS was negotiating its leases on their offices in Octagon Court on



Zak Veasey

the Holloway Road, Cummings Commercial was sending out marketing literature in the Islington area. Teresa Scott asked to meet me and after learning the scope of our services, asked me to handle the three forthcoming lease negotiations. Teresa then informed me that I had five minutes to prepare for the negotiations, before the Landlord's representatives arrived to initiate negotiations.

Fortunately for us, we did manage to achieve favourable terms (in terms of flexibility) for Teresa, and have acted as her property consultants ever since.

KS What work do you carry out on behalf of KS?

ZV We have worked with KS to acquire 1,492m² (16,055sq.ft) of leasehold office spaces throughout the UK, which is most of the property currently occupied by the company. Typically, KS informs me of the target locations (e.g. near to Job Centres) for proposed centres, we then search 4 separate in-house databases and if necessary circulate the requirement to all of our fellow agents before submitting an initial availability report for that area setting out full costs.

KS How does the nature of KS's business impact on your services to us?

ZV The contracts run by KS on behalf of Jobcentre Plus and other government organisations tend to be

fairly short term in property leasing terms by their very nature and this means we have to think laterally and be innovative in order to meet KS's property requirements. For example, most landlords let property in return for an income stream which is in turn valued to provide their Capital Value (CV), with a longer stream of income resulting in a greater CV. For KS, negotiating flexible deals with break options in the lease, is very important for the business, so we have to try and find a happy balance between the landlords' wants and KS's needs.

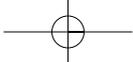
We take a proactive approach to managing KS's properties by devising a detailed tenancy schedule of its property portfolio and constantly keeping track of pertinent information, so that we know when to re-negotiate leases, when to serve termination notices and when to expand its leasehold interests in any particular area.

KS How do you see the relationship between KS and Cummings developing?

ZV In the short to medium term, the most important function is the pro-active management of the portfolio, which is reviewed quarterly at KS's head office with Teresa. In addition to this core service, we're currently hoping to carry out a great deal of work on behalf of KS, if their bids for the New Deal contracts are successful in Spring 2006.

We are used to working on the tight timescales required by these contracts and getting KS the premises they need to deliver their business objectives.

Looking towards the future, Teresa and Cummings Commercial are considering various ways in which KS can consolidate its property portfolio to work more efficiently, including perhaps purchasing property for a state of the art training centre.



Spotlight on Watford Woodford House

Located just round the corner from Watford Junction, is Woodford House, the home of Kennedy Scott's Watford Programme Centre. The smallest of our centres, Watford is run by just two members of staff, Centre Manager Jeff Hague and Tutor Stewart Daily.

The Programme Centre is a voluntary programme for people claiming Jobseekers Allowance. It attracts a wide variety of people aged 25-60, from all different backgrounds. Formally a Marketing Manager for Mitsubishi, Jeff was himself unemployed and a client at the Watford Programme Centre before he started working for Kennedy Scott in 2003.

One of the more common barriers Jeff encounters, particularly among clients aged over 50, is a strongly-rooted belief that they will never find work again. "The problem is," explains Jeff, "that many of the clients have been in the same job for most of their lives and don't know what to do when they're suddenly made redundant. This is particularly true of clients who used to work in printing, as this trade is really dying out in Watford. The best way of helping clients like these to stay positive is to get them thinking about

the range of transferable skills they have to offer. Many of them have never had or needed a CV before and creating one greatly increases their belief in themselves as it shows them all their skills and experiences set down on paper."

Jeff recalls a client he recently worked with who had huge difficulties in recognising her own potential. With very little formal work experience, she had spent the last few years caring for her children. She initially felt incapable of gaining any job but, after Jeff talked with her about the value of her childcare experiences, she eventually felt ready to apply for care work. Jeff coached her as she completed a competency-based application form for a role as a Service Support Worker in Adultcare services.

The client initially struggled to think of instances where she had demonstrated the competencies asked for, but, with support from Jeff, was eventually able to find many suitable examples from her experience of caring for children. She was delighted to be invited to interview and Jeff has just received confirmation that this was a success and she was offered the job. Jeff and Stewart are hugely helped in their



Jeff Hague

efforts by the excellent relationship they have with the Watford Jobcentre Plus team. This works through the regular communication between the two organisations. Jeff is often on the phone to JCP's Alan Stevens, discussing individual clients and joint creative solutions to meeting their needs.

For further information on Watford Programme Centre, contact watfordpc@kennedyscott.co.uk

KS is Positive about Disabled People

KS have received recognition for demonstrating their commitment to being Positive about Disabled People. KS are an equal opportunities employer and are committed to recruiting, developing and retaining talented people on the basis of ability and potential, irrespective of age, sex, colour, marital status, race, nationality, ethnic origin, religion, sexual orientation or disability. Jobcentre Plus has given us the Positive about Disabled People Symbol in recognition of our making

the following 5 commitments to disabled people:

1 To interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on their abilities

2 To ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what you and they can do to make sure they can develop and use their abilities

3 To make every effort when employees become disabled to make sure they stay in employment

4 To take action to ensure that all employees develop the appropriate level of disability awareness needed to make our commitments work

5 Each year, to review the commitments and what has been achieved, to plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans



On the Ball

KS News takes a look at the Goals Project

Kennedy Scott has recently become involved in the Goals project, an initiative that uses football as a medium for motivating unemployed young people. The Goals course was created in 2001 by football fan Paul Lakin. To date, 19 courses have taken place at Queens Park Rangers FC. Millwall FC now also backs the project and is currently hosting its third course. Participants are recruited from a variety of organisations including Jobcentre Plus, the probation service and mental health charities.



Mandy Fishley, KS Job Coach

After submitting a successful bid for the contract in September, KS now delivers the jobsearch element of the project. Mandy Fishley, KS Job Coach at the Holloway Road Gateway to Work programme, trains Goals participants in how to write CVs, find jobs, complete application forms and succeed at interview. From her sessions, participants learn how to interpret job adverts and to market their skills and abilities both on paper and in person.

Her coaching methods involve encouraging participants to speak up and drawing out information from the shyer members of the group. She tries to create an interactive environment, very different from the classroom.

This is important as participants often tell her that the last place they want to be is back at school.



Goals participants

In the short time in which she has been involved in the project, Mandy has been struck by the changes she has seen in the young people who complete the course. The final day of the course involves a graduation ceremony, where each participant delivers a speech detailing their personal experiences over the last few weeks and the progress they have made.

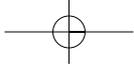
"When you see them making their speeches," comments Mandy, "they seem like different people to when they started the course. They're enthused, their faces are lit up and it's as if they've been reborn. This experience has really helped to renew my faith in young people."

To ensure that the jobs skills training meets the needs of the overall project, we work in close collaboration with the Goals Project Manager Bill Feeney (Millwall) and Goals Project Co-ordinator Richard Marchena (Queens Park Rangers). KS News spoke with Richard about his experiences of the project.

Richard feels that much of the project's success is due to the variety of activities on offer. Goals is a five week course which

participants attend on a full time basis. In addition to jobsearch training, activities include football training leading up to a match against the Millwall or QPR team coaches, drama workshops, motivational coaching and finance skills sessions delivered by Barclays. One day is spent out of the training room, orienteering in the city. Participants work in teams, following clues directing them to particular locations and bring back photos. The day helps to build teamworking skills and to increase familiarity with and appreciation of London. Another valuable element of the course is the opportunity for participants to write, produce and edit short films on the topic of their choice.

Participants leave the project with a certificate of achievement, ongoing support to help them achieve the goals they have set themselves and, in many cases, with a completely new outlook on life. The Goals project has shown how an interest in football can be used to help young people to take an interest in their own lives and aspirations. Looking to the future, Richard would like to see a Goals project attached to a football club in every part of the country.



Back of the Net

Lee Robertson is one Goals' success stories After completing the course, he gained employment as a salesperson at a furniture office.

Lee found that the course helped him to build his confidence and to increase his understanding of his personal strengths and weaknesses.

During his speech at the graduation ceremony, he read out the following poem about how he moved away from despair and took control of his life.

There once was a time

There once was a time when my life wasn't mine,
When I was overwhelmingly dominated by drugs and crime,
Like a tree blowing in the wind, unaware of nature's time.
I stumbled blindly towards death, deluded that I was fine.

There once was a time when my soul was broken.
Where the truth was a lie and denial unspoken.
Like a man struggling to catch his last breath,
gasping for more, incapable of accepting less.

There once was a time when my heart was dead.
Where the constant accusations were prominent within my head.
Like a river overflowing, my sanity always bled.
My whole façade collapsing, no longer tough like lead.

There once was a time when my pain was joy.
When I became stuck in the ways of a little boy.
Like a child excited by the prospect of a new toy.
I smiled insanely, moronic, evasive of those who were coy.

There once was a time when my thinking had to change.
When I had to surrender to win, and start acting my age.
Like the sun slowly sinking at the end of everyday,
I conceded the fight and proceeded to the next phase.

Now there is a time where drugs and crime don't appeal to me.
To be perfectly honest, I know they would kill me.
Like an actor without a play, it no longer thrills me.
For now I know the truth and I'm still me.

Now there is a time when my soul is slowly healing.
Similar to a new-born baby, I am forever thinking and feeling.
Like the mist has finally lifted and at last the truth I'm seeing.
Honesty is all I seek, tired of lying and deceiving.

Now there is a time when I get high without the drugs.
Where I experience more nods and not so many shrugs.
Like a man seeing life for the very first time.
I sit and breathe so deeply that I know my life is mine.

The conclusion I have come to, at the end of all the anger and madness.
After being twisted up and entwined, within a river of sadness.
Is the one and only conclusion that isn't an illusion.
And that's, don't think that pain is joy, or you could just die from the delusion.

Lee Robertson