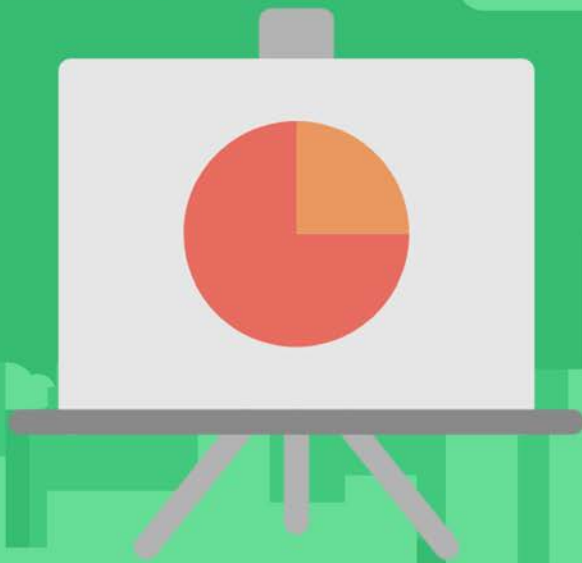


NEWSLETTER

Coyle Quarterly

Issue 4 | Autumn 2019



**2019 Employee Survey:
The Results are in!**

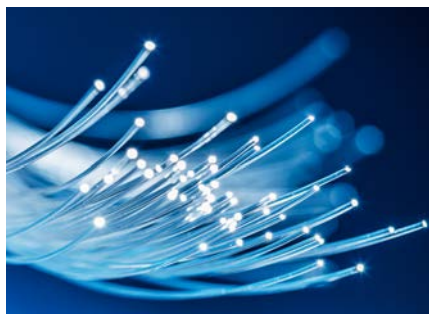
Find out more on Page 6

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Intro from Ashling Coyle

Director

It's been a bit quieter than usual around our offices recently, as everyone has been lapping up the last few days of summer and taking their remaining annual leave. Personally, I can't wait for the new year to begin on October 1st and I think it's going to be an amazing year in many different ways. There have already been so many positive changes over the last year, so we're tackling the new year in a very strong position. We have so much talent in the group and it is a pleasure to work with such lovely people.

For me, implementing new technology and the modernisation of our processes and systems will be the highlight of the next year. All of the medical companies across the group are already using online digital registrations for candidates, and this has been working really well. This process has now been perfected for medical and we will be rolling it out to all other divisions by the end of 2019. This will dramatically improve our candidate experience and make us far more efficient, allowing us to get candidates registered and out to work faster.

More great news is that we now have two group nursing divisions live on Tempo and fully integrated with Adapt. Tempo is our own bespoke software to manage bookings, availability and timesheets, which we can tailor to meet all of our needs. The next step is to get our other divisions using the system, streamlining our booking process and allowing us to get candidates out to work faster than ever before. There's plenty of work going on behind the scenes, with a code clean up in Adapt, further training and some setup. We hope to have the entire group using Tempo for bookings by the end of 2019.

The final (and probably most exciting part) is the digital timesheet piece in Tempo. This means no more paper! Once everyone is using Tempo for booking and we've ironed out any snags, we'll be looking to go live with digital timesheets group-wide in the first quarter of 2020. Watch this space as we go from 2019 to 2030 overnight!

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Welcome New Starters!

Stuart Manning	Resourcer	Ashford
Georgiana Barna	Assistant Office Manager	Harrow
Kehinde Akinremi	Systems Administrator	Harrow
Mitul Nandha	Compliance Officer	Harrow
Shahab Golpayegani	Compliance Officer	Harrow
Pragati Pravin	HR Apprentice	Harrow
Ryan Doherty	Account Manager	Liverpool Street
Jed West	Trainee Recruitment Consultant	Liverpool Street

Our New Consultant Referral Scheme

After carrying out some market research, we have updated our ‘Refer a Consultant’ scheme. See details on the scheme below and contact Gary O’Connor for further details.

Referral fee for
non-billing staff

£500

After 6 weeks of employment

Referral fee for Trainee
Consultant/Account Manager

£500

After 6 weeks of employment

£1000

When they bill £10,000
(pro rata for 5 week months)

Referral fee for
Senior Consultants

£1000

After 6 weeks of employment

£2000

When they bill £10,000
(pro rata for 5 week months)

Quarterly Website Performance Report

The last three months has seen a continuation of the positive figures published in the last newsletter. The number of users and the far-improved bounce rate compared to last year show that the new website is doing its job well, despite the quieter summer months.

Another positive is the high number of candidates added to Adapt. Something to improve on here is making sure that records are updated with as much useful information as possible.

If you would like to know any specific figures about website traffic, CVs received and registrations, or information on Adapt, let us know at marketing@coyles.co.uk.

Website Users - The total number of users to visit the site.

Website Sessions - The total number of visits to the site.

Bounce Rate - The percentage of visitors who enter the site, then leave without continuing to other pages.

CVs Received - The number of CVs uploaded to the site via a job application or a quick register.

Jobs Added - The number of jobs added to the site.

Adapt Candidates - The number of candidates added to Adapt.

Website Users August 2019

20,293

23.86% up on August 18

Website Sessions August 2019

21,427

29.6% up on August 18

Bounce Rate August 2019

44.72%

17.17% less than August 18

CVs Received



June July August

Jobs Added



June July August

Adapt Candidates

5,653

added July - Aug 2019



Network Refresh

The IT Team has started the planning the network refresh for all of our offices. This is something which will take place over the next 6-8 months and will see the stabilisation and standardisation of computer networks and Wi-Fi in each office. We will give each office an update on when they can expect their network being refreshed.

Wi-Fi at Head Office

The Business Wi-Fi in Harrow has been upgraded and renamed to “Vision”. This is a more stable network which extends throughout the entire office as well as the meeting rooms. There is no specific password for this Wi-Fi, instead it will use your user credentials to log in. This has been created as a proof of concept with the intention of rolling this setup out to all remote offices. Please keep an eye out for the how-to guide on how to log in later this week.

On-site Visits

Starting on Monday 9th September, the IT Team started to visit sites on a weekly/monthly basis. This will mean someone from IT will be on site for a full day to give onsite support where needed. Communications will be sent out to each office when they can expect someone to be on site.

Adapt Help Videos

Together with the marketing department, we are currently creating a series of how-to videos on Adapt. These are likely to change as time goes by and small changes to the system are made. We are hoping that this will be an effective new way of offering support to users, and that as a result, people will begin to use Adapt to its full capabilities.



Introducing Kehinde Akinremi...

Liverpool F.C. is my main passion. Everything else is secondary.

Computing is another of my passions and I'm quite knowledgeable and experienced, therefore I work in IT. I have a B.Sc. in Biomedical Science and I'm also a fitness junkie. I'm always available to help and as some people will testify, I'm a genius.

Coyle Employee Survey 2019

In August, the 2019 Coyle Employee Survey was sent out to all Coyle members of staff.

We were fairly pleased with the response, with 68 people completing the survey. The higher the response rate, the better, so hopefully the 2020 survey will get even more responses.

In this issue of the Coyle Quarterly, we wanted to share some of the survey results. If you have any questions, please contact HR.

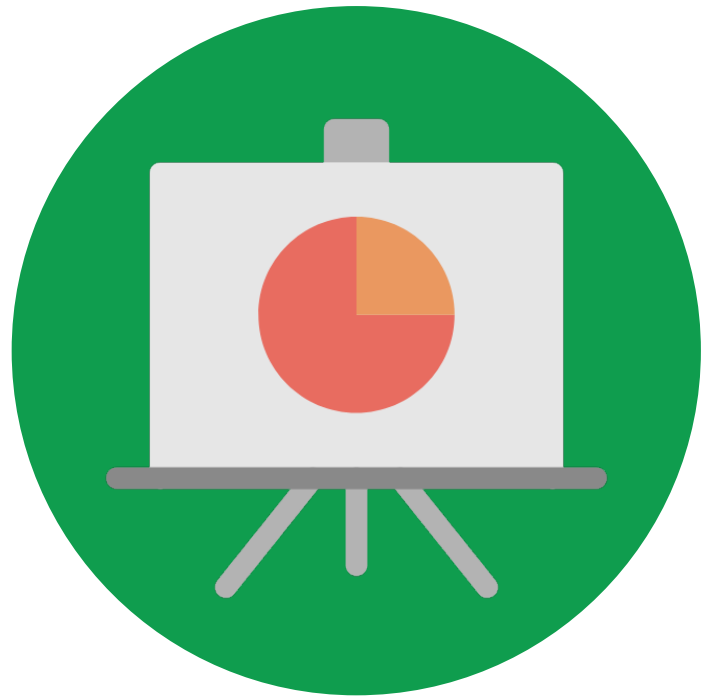
Why was the survey important?

Employee surveys and the information they reveal are extremely useful to any business. They are an opportunity for a business to gauge the satisfaction and engagement of its employees, and also helps to identify any potential issues. Addressing these issues then allows the business to perform better and grow.

An employee survey is the perfect opportunity for staff to give honest feedback to management. Without this

information, issues cannot be addressed and improvements cannot be made.

Surveys also allow us to benchmark results. This means that when we run the survey next year and the year after, we will be able to compare the results to see if we are moving in the right direction.



Did you know...

70%

is a good response rate

30%

is the average response rate

Companies with a
highly-engaged workforce are

21%

more profitable

20%

of employees think managers will
act on results

80%

of managers follow up on
concerns raised

Employee Survey Results

I trust my manager and
feel like they are
approachable

88%

Agree or Strongly
Agree

I feel information is
communicated sufficiently
through the company

62%

Agree or Strongly
Agree

I understand how my role
contributes to the business
and its performance

97%

Agree or Strongly
Agree

I enjoy coming to work
and I am satisfied with
my job

88%

Agree or Strongly
Agree

I know what the
company's mission and
goals are

82%

Agree or Strongly
Agree

91%

of staff would
recommend working
at Coyle to a friend

93%

of staff see
themselves working
at Coyle in a year

60%

of staff are satisfied
with the benefits
they receive

Addressing the results...

Overall, we were pleased with the results from the 2019 survey. Some of the feedback was incredibly positive, which is always good to see. At the same time, some issues were raised and some areas for improvement were identified.

Coyle have very strong family values, so it is good to see that staff feel we have an open culture where they can approach their manager. It's also great that so many people would recommend working at Coyle to a friend.

Two key areas to look at moving forward are communicating information through the company and employee benefits. Be assured that we will be looking into these further over the coming months.



Coyle Apprentices: Shannon Matthews

Apprenticeship Course: HR Management (Level 5)
Apprenticeship Start Date: 01/05/2018
Apprenticeship End Date: 01/01/2020

How did your apprenticeship come about?

Since I started working in HR, I always wanted to do a course or qualification that would be recognised and could go on my CV. At the time, I was lucky enough to be arranging apprenticeships for our other staff, so I had a look to see what was available in HR. I found one that looked good, spoke about it with my manager, and here I am.

Have you been enjoying your apprenticeship?

It has been quite tough so far, but I do enjoy a challenge. I find that it has helped with my role and that what I've learnt has nicely complemented my knowledge gained on-the-job. I've enjoyed going to the workshops and have met some great people on them.

How are you managing the workload?

At first I found it quite difficult to balance it with my normal workload, but it has become easier over time. I tend to do a lot of my work at home as I get

distracted by work easily when I'm in the office. My manager is good at helping me to reach my 20% off-the-job training, so overall it is working well at the moment.

What have you covered in your apprenticeship so far?

Most of what I've covered on my apprenticeship has been theory-based, so we've been over lots of different areas of HR and have looked at papers that have been published on these subjects. Modules I have done so far include employment law, employee engagement and HR metrics.

Have you been able to apply what you have learned to your everyday job? If so, how?

I would say so. While doing my apprenticeship, I have picked up a lot of information which is relevant to my day-to-day, so this has definitely been useful. We have also covered a lot on reporting: the different ways you can report on data and how you can analyse it. This has been excellent and been so useful when doing reports for managers and things like our Gender Pay Report.

What did you think about apprenticeships before starting one? Has your understanding changed?

I didn't know too much about apprenticeships before I started to look into them. I did know you could hire someone as an apprentice, but I didn't know how they could be used to up-skill existing members of staff. I definitely have a better understanding of apprenticeships now, and I'm able to give first-hand advice to other employees who are doing them.

Would you recommend an apprenticeship to others and why?

Yes I would. I think it's a great way to learn new skills and develop. I think that if someone is looking to stay with Coyle for the foreseeable future and progress in their role, then it is a great road to go down.

83,400

People were aged 19 and over in the first three quarters of 2018/19

114,800

People have started an intermediate level apprenticeship in 2018/19

311,200

Apprenticeships were started in the first three quarters of 2018/19

APPRENTICESHIP OFFERING



Operations Manager

This training programme provides an upskilling opportunity that can support career progression within any industry. It is ideal for managers with responsibilities such as creating and delivering operational plans, managing projects, leading teams and coaching and mentoring.



Team Leader

This training programme is ideal for management staff with responsibilities including supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources or delivering operational plans.



Sales Executive

This programme is ideal for those working in either the Business to Business or Business to Consumer markets with responsibility to sell a specific product line or service. They plan their sales activities, lead the end-to-end sales interaction with the customer and manage their sales internally within their organisation.



Recruitment Resourcer

This training programme is ideal for individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise for professional and personal development within the recruitment sector with transferable skills being respected throughout industry as a whole.



Business Administrator

This training programme is ideal for those who are in roles that require the need to provide higher level administrative support. Examples of such roles are HR Assistants, Sales Administrators, Executive Assistants or Office Supervisors.



Recruitment Consultant

This training programme is ideal for individuals looking for opportunities in the recruitment sector for personal and professional development, such as team leader and or managerial roles.

TO REGISTER
YOUR INTEREST IN ONE OF THE
ABOVE COURSES PLEASE [**CLICK HERE**](#)



Meet the Team: Rail at the York Office

Our Rail team in York focus on recruiting for civils, safety critical, overhead lines, station refurbs... pretty much anything that happens on the rail infrastructure. We caught up with the York Rail Team to find out a bit more about the team members and how things are going...

The last 12 months

Hayley is new to the team, having joined a year ago she has slotted in really well.

Rail recruitment has been quite challenging over the last 12 months due to the introduction of a new 5 year cost period. Other factors that haven't helped include the hesitancy and uncertainty caused by Brexit and the ongoing debate on whether HS2 is a worthy venture.

This has stifled the spending of many of our clients, and lack of work in the industry has led to candidates seeking work in different sectors.

However, the first half of the year was strong. We hope that the industry will have settled come the start of the new financial year. We have been selected for some prestigious PSLs and we are aiming to make the most of those opportunities.

In their own words, "The York office supports the other offices when the chips are down... Because we're the best."

Meet the Team

Phil Cambridge - Rail Manager

Phil joined Coyle in 2004 and is the Rail Manager in the York office. Phil brings to the table plenty of

experience and industry knowledge.

Out of the office, Phil occasionally plays rugby union for York Veterans and is a regular society referee. He is also a massive F1 fan and an active Freemason.

Jaimie Butel-Foley - Account Manager

Jaimie's role in the team is account manager, and she has been working at Coyle since 2013. Jaimie is keen on process and efficiency, and goes about her work with sheer bloody-mindedness.

Jaimie has no hobbies; work is life. Although she is a big animal-lover and likes spending her Summer weekends at her holiday home on the East Coast.

Hayley Cavanagh - Rail Administrator

Hayley has been with Coyle for about a year and is the Rail Administrator. Her strength is that she offers excellent support to the rest of the team and brings a can-do attitude.

Hayley is a secret gambler, with horse racing being her sport of choice. She also manages a local and very successful football team.

What they get up to

The York Rail team keep themselves busy outside of work, and do frequent trips and days out as a team so they continue to build their strong team ethic.

In October, they are going on a team trip to Edinburgh. Other plans coming soon include an Escape Room, Whisky tasting and going on a ghost tour!



Adapt: Some Hints & Tips

As has been mentioned in previous issues, Coyle are now running on the latest version of Adapt. A huge amount of work goes in behind the scenes by the IT Team to further improve the system and make sure that it is suited to our requirements.

Ultimately, the goal is to use an Adapt system that has no custom functionality added. This would allow us to continuously roll out updates with ease and also get more support from the Bond team.

One of the more recent Adapt projects was implementing the Coyle website integration. This integration meant that when a jobseeker applied for a job on the Coyle site, they were automatically added to Adapt as a new candidate. Staff can then go and add any additional information required to complete their profile. We hope to improve this process in the future so that even more relevant information is added automatically to Adapt, so if you have any ideas on this we would love to hear them!

Another goal is to ensure that everyone is properly trained on Adapt and are able to get the most out of the system and use it to its full potential (see details on training videos in IT Update).

Here is a quick round-up of some of the best tools that are built-in to Adapt that can help you in your day-to-day job...

Candidate Searches

Many people don't use the search function as well as they could. For example, advanced filtering options can be used to hide unsuitable candidates. The formatter tool is also great for changing how search results are displayed, making it easier to sort through candidates. After you have saved a search, you will find the Formatter Tool in the 'Options' menu on the right-hand side of the screen.

Website Applicants

It is possible to run a search to just show candidates that have applied via the Coyle website. To do this, run a search and set the source to 'Coyle Website Automated' (in the 'DO NOT USE' folder - do not add this as a source to candidates added to Adapt manually).

Adapt Desktop Agent

The desktop agent allows you to quickly add and download data to and from Adapt, as well as to send emails directly from the system. Helpdesk get a lot of support tickets about the desktop agent. If you find that it is not working for you, click 'Try Again' in the box that appears. If you have further issues, contact Helpdesk and a member of the team will help you get it working.

Please contact adapt@coyles.co.uk with any suggestions or if you need help with any of the above.

Around the Offices & Announcements



Congratulations to Shea

We would like to congratulate Shea on the birth of her daughter, Khianna-Renee Olivia Joseph who was born on the 29th June, weighing 5lb 15oz.



The World's Biggest Coffee Morning is back!

On Thursday 3rd October, we will be holding a Macmillan Coffee Morning at head office. Other offices are welcome to take part, so get in touch with marketing@coyles.co.uk if you would like more info on donations.

Last year we raised around £500 across the company, so it would be great to beat that target this year!



Jeans for Genes Day

On the 19th September, the Harrow Office raised a total of £78.50 for Genetic Disorders UK. Jeans for Genes Day helps aims to raise money to support children affected by genetic disorders.

Everyone in the office wore denim and donated £2 in support of Genetic Disorders UK. Thanks to everyone who donated.



Are you on the NHS Organ Donor Register?

In the UK, around 5,000 people are in need of an organ transplant which could transform their lives. We've been asked to include some info on the donor registry to raise awareness and encourage you to learn more about it. Read all about it on their website.

[Register your decision](#)
[Become a living donor](#)



Indeed looking promising for applications

We are really happy to announce that Coyle is once again working in partnership with Indeed. Indeed works on a different basis to many other job boards, and is particularly effective in sectors like construction and commercial.

In August we had over 2,500 applications through Indeed. If you would like to find out more, contact marketing@coyles.co.uk.



Chris Walsh named Financial Director

It is with great pleasure that we announce that Christopher Walsh is going to be Group Financial Director as of 1st October 2019.

Chris has been a fantastic addition to the business and has brought an energy and freshness into the accounts department and the business as a whole. We wish him the best of luck in the new role!

Thanks to everyone who attended the Summer Party. It was great to see so many people there from all of our offices and we hope you enjoyed it!



Thanks for reading and we hope you enjoyed it! If you have any news, ideas or would like to be featured in the next issue, please contact marketing@coyles.co.uk.

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