

InTouch

Issue #002



 **Carlisle**
SUPPORT SERVICES

**Connecting
Our People**

02

The best tweets and posts of the last 30 days

Come on everyone - join the conversation. Follow us on
LinkedIn and Twitter @carlisesupserv



Martin Woolam @MartinWoolam · May 6
Good day today spent with Steve Cere and team at Manchester Piccadilly reviewing KPIs.



Michael Shirt Finance Director at Carlisle Support Services, Impellam Group
Educate and inform - our promise. Another successful day of training yesterday on our "Finance for Ops managers" programme. Great to have such positive engagement and responses from the trainees - thanks to you all; **Billy (Work) Callaghan**,... show more



Jamie Hatfield Retweeted
Paul Evans @paulcarlisesup · May 4
Living Our Values - Its in Our DNA - Tea with Terry



Living Our Values - Its in Our DNA - Tea with Terry
One of the best parts of my job is getting out and meeting the superstars that make us what we are as a business - our frontline DNA. Last week I was...

Laura Edkins @EdkinsLaura · Apr 25
Well done to Anish Thomas at Cambridge on his commendation on his golden ticket




Paul Evans @paulcarlisesup · Apr 22
Living Our Values - Promise Based Culture - Training to Make the Right Promises



Living Our Values - Promise Based Culture - Training to Make the Rig...
As part of our management development at Carlisle Support Services, the senior management team attended a really thought provoking session on ...


Jamie Hatfield Sector Director at Carlisle Support Services
Yesterday I had the privilege of meeting our Q1 'Customer at the Heart' award winners in Dublin. Congratulations to **Fintan Devitt** and his team. The critical services you provide every day make you true sector experts! **Carlisle Support**... show more



Adrian White @adrianwhite27 · Apr 27
At a key client site presenting Mick with his @carlisesupserv Superstar nomination. Model employee!



You Retweeted
CarlisleSupServ @carlisesupserv · Apr 6
Our team working on a project for @Homebase_uk today.



CarlisleSupServ Retweeted
Charles Tackie @charles_tackie · May 9
End of another season at Tottenham - Events Logistics clearing out over 450 pieces of Hi vis uniform/blazers





By Helen Salmon
Head of Bid Management & Marketing

@SalmonHJ

Editor's letter

Welcome to Issue two of InTouch! We have been hard at work from the minute issue one was released learning lessons and working on what we should share with you all next.

In this issue we have found stories from across the business that highlight our core values and hopefully provide you all with a real sense of the breadth and scale of what we do.

As we highlighted to you last month we are looking to really leverage social media channels as a way of keeping in touch with you all (pardon the pun), as well as showcasing our new and existing clients, and our exceptional people.

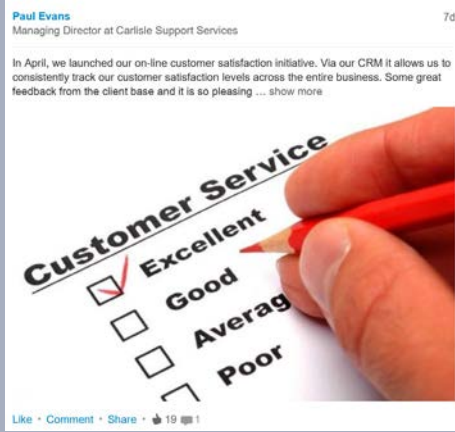
I would encourage you all to sign up to Twitter and follow our company account @carlisesupserv.

In other marketing related news we are capitalising on the strategy launch we outlined in last month's edition and are in the process of developing a new voice to take to market. This will encompass a new set of brand guidelines and a new look and feel for all our collateral. We are also going to ensure that this new design moves onto the web and we are commissioning a new website with a vibrant look and feel. This initiative has been launched so that we can invigorate our messaging to the marketplace.

I am also really excited to announce that we are looking for employees who would be willing to star in a new video we will be producing to highlight our company values and introduce our business. More information has been detailed on the back of this issue of InTouch.

In the meantime if you have any suggestions or ideas for news or articles then please get InTouch on

communications@carlisesupportservices.com




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A new look for Carlisle is coming soon...

Business update



Paul Evans
Managing Director

 @paulcarlisesup

Hello everyone and welcome to the second edition of InTouch. I am really pleased to say that our first issue has been received well, both internally with you and externally with our clients.

Part of our aim with this publication is to have a forum for sharing the excellent work that you all do for our clients, whilst also taking the opportunity to keep you up to date on how we are progressing on our 'strategic' journey. In this issue you will see more examples of the great work being done across all areas of our business. I am reminded on a daily basis of this fact with a regular stream of e-mails from clients and our own managers highlighting your efforts.

I would also like to extend my personal congratulations to the winners of the Q1 Carlisle Superstars Awards. These individuals have all exemplified our core values and vision and fought off stiff competition to win the awards. So my thanks go to Babatunde Lawal, Bhim Gurung, Sofiul Bosor and Ayla Hassan at Tfl for the outstanding assistance they provided dealing with a horrible road traffic accident. This award epitomises our value of 'caring passionately for all involved'. Also to Fintan Devitt for continuing to set the standard for account management and client satisfaction at Alstom, you really do 'put the customer at the heart' of what you do.

To Hari Patel, Kaushik Kohlia, Saurabh Patel and Sunday Ogunsipe from our Events team for consistently delivering for their client and ensuring that Carlisle Support Service lives up to its reputation for delivering on its 'promise-based culture'. And finally, to Dave Horne from Carlisle Retail who has showcased his 'sector-based expertise' to the client in a way that has tangibly saved them money.

Well done to you all. I am sure all your colleagues are as proud of your contribution as I am. I am hopeful that the next quarter's nominations are able to surpass our Q1 winners, but the bar has been set pretty high.

In this issue you will also see stories that highlight some of the investments in our people that we are instigating at Carlisle. As we look to move forward into a growth phase for our business it is vital that our 'engine' is working efficiently. To help support you, we will be implementing a number of 'Employee Forums'. These are working groups made up of front-line operational colleagues who will bring forward feedback and ideas that can directly impact your day-to-day activities. I encourage you to apply to join these forum groups as and when they are advertised by your divisional directors and managers. There is a specific article in this issue around the initial meeting held by the retail division's own forum. These forums are vital platforms for improving employee engagement and communication, and this remains one of my key commitments to you.

We have also created a contract management community group that will soon be supported with a 'School of Excellence' induction and personal development programme. This programme will allow us to ensure we appropriately welcome our next generation of managers into our business, whilst also providing a modular training programme to cover the key operational areas of being part of our contract management team.

We have continued to work hard on promoting Carlisle as a great place to work by showcasing and highlighting the superb work being done across the client base. Our management team and others have been using LinkedIn and Twitter to highlight this work over the last few weeks. If you haven't yet done so then please follow us on Twitter and LinkedIn as it allows you to keep abreast of daily news and comments from around the business.

In April we were so pleased to have successfully rolled out our monthly 'customer satisfaction temperature check' process. These surveys allow our customers to score twelve areas of our service offering, and therefore provides a great opportunity to gauge a sense of their satisfaction with our service. Of all the things that I have seen this month, this project is the thing that I am most proud of. Satisfaction levels are very high across our customer base and this is directly because of the work that you all do. Well done to everyone across the business for supporting this initiative.

Finally, I am also pleased to see an article in this issue of InTouch launching our 'Carlisle Creations' investment fund opportunity. This is the mechanism for you to get your idea for improvement created as a business case and provided with kick-starter money to test your idea. As you know, all of clients are looking for innovation and I believe the best of it will come from you all. I look forward to seeing your ideas as they come forward via this fantastic new initiative.

We have made great progress in the early part of 2016 and everything we are implementing is done with you in mind. My job is to enable you all to be the best that you can be; delivering exceptional services to our customers. I want to encourage you all to talk to your managers and tell them your ideas. If you see something that can be improved then let us know. My commitment to you all is that we will continue to work hard and passionately in making Carlisle an even better place to work for our employees.

Thanks once again for all your efforts and support.
Paul

The Carlisle Merseyrail team makes the news

By Helen Salmon
Head of Bid Management & Marketing

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A Merseyrail spokesman told the paper:

Ticketless travel has diminished and customer perception of security is much improved.

For the sharp eyed amongst our readers you may have recently noticed articles in the national press that reference Carlisle Support Services.

The story is related to our service provision of ‘Byelaw Enforcement Officers’ on our Merseyrail contract. Both The Times and the Daily Mail are carrying articles on a report from Transport Focus, the passenger watchdog. The ‘Passenger Perceptions’ report highlights the best practice shown by Merseyrail in the reduction of anti-social behaviour on the rail network.

Transport Focus, said in its report that feet on the seats was the number one form of antisocial behaviour on trains, with a bigger impact on passengers’ “personal security or comfort” than alcohol, loud music, rowdy behaviour or vandalism.

Recent figures show that 16,500 passengers have accepted a £50 fine in the past 10 years, while a further 6,000 have been issued with a court summons, which can result in a £350 fine plus costs.

Merseyrail which operates trains in the Merseyside area, uses a 127-year-old by-law which makes it a criminal offence to ‘molest or wilfully interfere with the comfort or convenience’ of passengers. This service is wholly provided by our officers at Carlisle Support Services and showcases our use of wearable technology. Train firms have now been urged to use these devices and follow the lead of train operating company Merseyrail, which provides security staff with body cameras to record passengers before issuing fines. This is a fantastic validation for our sector-based service provision, and we should be rightly proud of the work that Jeff Higham, his team and the service they provide. It is also quite a funny article as at Carlisle Support Services we have been pioneering body worn camera surveillance systems for nearly a decade! These new stories are a brilliant example of us working in partnership with our clients and the British Transport Police and we are rightly proud to highlight this story in this issue of InTouch.



A great result for

London midland

This is the second article this month which features the positive effect that our team has had on the recently released National Passenger Survey (NPS) undertaken by Transport Focus. The Transport Focus's mission is to get the best deal for the travelling UK public. This year they have captured the views of 100,000 passengers on a range of issues and published the results of these surveys to highlight the progress (or failings) of the transport companies.

As a major service provider to London Midland, we are a key part of ensuring that the public's perception of the safety and cleanliness of their service is not only maintained, but improved upon year after year through the cleaning service that we provide across their portfolio of stations.

We took great interest in the results of the survey and we are happy to report that London Midland has improved scores in a number of areas. The overall cleanliness of stations score was 76%, which is a 4% increase in passenger satisfaction since the last survey. The overall station environment score was 71%, which was an 8% increase in passenger satisfaction. Finally, the station upkeep score was also 71%, which equates to a 6% increase in passenger satisfaction.

London Midland and Carlisle are extremely proud of these statistics and the significant improvements in passenger perceptions of their service. Another brilliant example of our exceptional people delivering a service that puts the customer at the heart of our operation.



“

London midland
are so pleased they are in the process of creating a graphic that will be added to our teams' uniform and vehicles stating the increased NPS. We'll keep you updated..



It's all about sharing best practice

This month has seen the launch of our contract manager community. A new initiative kick started by our MD Paul Evans, the community is a support framework for our active contract managers. As stated by Paul:

“One of my key desires in the business is to create cross-division and peer group dialogue between the contract management community across the whole of Carlisle. It is often the case that any problem or challenge that presents itself has probably already been solved or tackled by one of us”

The Contract Manager community is the first step in a larger programme to create a 'self-help / self heal' culture across our business.

As part of this initiative we are also in the process of designing and rolling out a Contract Manager school of excellence programme, called Operational Excellence. This supplemental programme will support the contract manager community, providing an opportunity for them to learn and share new skills and best practices. Look for more of these programmes as we work to support you all on our client accounts.

Giving something back on the London to Brighton bike ride



Our intrepid Managing Director Paul Evans has been putting in the miles over the last few months making personal visits to all our clients. As if this wasn't exhausting enough, he is also in training to take on his second effort at the London to Brighton bike ride. The photo above shows Paul and the Blue Arrow team last year.

In support of Cancer Research UK, Paul will be undertaking his second year of the 64 mile course, including a number of vicious hills! We at InTouch are really proud of this effort and would like to share Paul's Just Giving page if anyone would like to sponsor Paul's efforts. The link is shown at the bottom of this article.

If you are a cycling enthusiast then Paul is also looking for recruits! Please contact him on @paulcarlisesup.

<https://www.justgiving.com/paulevanscarlisesupportservices.com>



Tracker trial is a success in retail

At Carlisle we are constantly looking at the outside world for examples of innovation that we believe can enhance the capabilities of our employees. In our industry we pride ourselves on providing exceptional people and we believe that technology can play an important part in improving the level of support we provide to you.

For the last four months we have been fitting data tracking monitors to our Retail division vehicles in an effort to capture metrics about the vehicles and drivers' performance. Just in case anyone is worried, this is not some big brother style snooping system! Rather, the initiative was a conscious effort to examine a tried and tested technology that could potentially improve our sustainability, driver safety and our effect on the environment.

The technology was explained to the team and the style of driving that we were hoping to see was outlined so that everyone knew what to expect. To make the challenge fun and competitive for our colleagues we introduced a league table each month based on average speed, breaking distances, idle time, fuel efficiency etc. A Formula One leader board for driving sensibly! The aim of the league table was both to feed back information to the drivers and also to promote a level of fun competition to see who could produce the best results.

At the end of the trial we awarded the best driver, Terry Absolom, with £100 of gift vouchers. So please join us in congratulating Terry for setting the new benchmark figures! Our long term strategy with this type of technology experimentation is to provide innovative proactive aids; in this instance to focus on improving driving standards so that our drivers reduce the risk of fines, penalties and most importantly accidents.

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Employee forums



We are pleased to announce the launch of employee forums across the business. A forum is designed to be representative of all areas and levels of our organisation and act as a vehicle to air ideas and issues to improve our overall business.

People have volunteered from every sector within the business to act as Employee Representatives some at a contract level, others representing their division. Within Carlisle Retail eight team members have been selected from backgrounds in grocery, DIY, install and project delivery. The team is represented across all grades, including merchandisers as well as team leaders. These individuals will represent employees in the Retail division and will give their general view of the workforce.

We want to be the best in the industry and we believe involving our employees in how we operate, and especially how we evolve our service, is the best way to achieve this.

As part of the launch the retail team has chosen to provide customer service training to each member of the forum to help them liaise with fellow colleagues and customers alike. They will be Customer Champions, setting standards and delivering best practice. The retail employee forum will meet every quarter to discuss issues relevant to field staff.

Members will get to provide feedback on any planned new initiatives as well as present business improvement ideas generated in the field. Please join me in congratulating Dave Horne, Stuart Gibson, Nick Roper, John Kennedy, Feisal Hassan, Ian Tucker, Andy Sleight and Joseph Walker as the first employees to serve on the retail Employee Forum!

Employee Forums are currently being rolled out at all levels across our business. Please speak to your line manager if you would like to get involved. Or, alternatively email the InTouch team at communications@carlisesupportservices.com and we'll help you get involved.

New franchise - Following the star



Over the past few months I've had the privilege of working with Carlisle's TransPennine Express (TPE) team to secure the contract for us over a longer term and take our relationship into its next decade. Like most things in life, some relationships can become stale or develop a level of complacency when a level of service excellence becomes the norm, I can attest that this is not the case on this contract!

TPE's vision is to take the North further. They have a vital role in connecting the North to make it greater than it's ever been, bringing people, businesses and cities closer together and helping the Northern economy grow.

Over the next seven years TPE is going to be delivering more than £500m of investment to transform their service, making travelling on their network easier and more enjoyable. TPE will introduce state-of-the-art intercity trains that will be faster and more reliable, with more seats and luggage space. The remaining trains will be refurbished to as 'a new condition' and TPE stations will benefit from £18m of further investment. The customer experience on their services will be transformed with improved catering, Wi-Fi, more seats, faster trains, innovative ticketing systems and improved journey times.

For significant parts of 2015 I had the pleasure of working with the First Group bid team to help them devise new and innovative ways of working to realise their vision and aims. We have spent considerable time and effort to collaborate to find ways to improve service, rationalise cost and most importantly please the passengers. At Carlisle we have done this by putting our customer at the heart of what we do, helping TPE to deliver their customer promise to deliver great service every day.

A journey of renewal can be a long but often fruitful one as it allows you to think differently, act differently and explore all aspects of the possible. It personally gave me the opportunity to work with different internal teams and suppliers to get the best for our clients and create exciting new delivery methods that we can then offer to other potential clients. We know this is what our customers, employees and stakeholders expect from us and it means we have to continuously improve to meet their ever increasing expectation of 'great service'. TPE's five core values state that they are:

1. Committed to their Customers
2. Dedicated to Safety
3. Supportive of Each Other
4. Accountable for Performance
5. Setting the Highest Standards

The TPE bid pushed us in a lot of ways but was successful in terms of achieving our goal and the goal of the client – franchise retention. The new franchise has given renewed focus and impetus into a number of service areas and has required our usual ingenuity and working until the wee small hours to get the job done. We have had to initiate significant changes and introduce innovation across our service streams.

In our cleaning provision we have realigned the focus from station cleaning to the on-board experience. We have ensured the TUPE transfer out of the stations that transferred to Arriva Northern as part of the physical restructure and have introduced new key performance indicators. A lot of focus has also been placed on normalising the team in line with new franchise commitments and trialling new equipment to improve performance and impact on key stations. We have also had to continue with the successful programme of rolling out World Host training to improve front line customer service.

Within our security provision the work completed has led us to moving to Rail Safety Accreditation level for officers based at Hull and Manchester. We have also instigated new training streams around behavioural assessment science.

After a thorough review we have introduced new technology to report intelligence, capture video evidence and deliver tool box talks, which also allows us to work more closely with the British Transport Police.

With our dispatch service it has simply been a case of carrying on the great work! This team are fantastic ambassadors for Carlisle.

In effect we have totally rewritten our normal daily operating platform to move it to the next level with our client. It is a journey that has taken a year to complete, but one that sets us up to move into the next three years. The change of franchise heralded a new service, new branding and a new logo – the North Star pointing due North. Finally, talking of stars, it's been a real pleasure to deal with Steve Cere, our Operations and Customer Service Manager for TransPennine Express and his team, Craig, Terry, Linda, Martin and importantly our frontline teams. Thanks to you all for your contributions in making this project a success.

For more info on the new franchise vision and values of TransPennine Express go to <http://www.tpexpress.co.uk>



By Martin Woollam

Service Delivery Director

1 Elaine Kelly, Customer Service Assistant dispatching a TPE train.

2 Steve Cere, Carlisle's Operations and Customer Service Manager experiencing walking through a train using a virtual reality headset.

3 Larry Hennessy and Elaine Kelly, both Customer Service Assistants just after they received their World Host customer certificates from Steve Lee, TPE's Head of Customer Experience. The team are standing in front of the newly wrapped train.

4 Steve Cere chatting to Jack Redman, Customer Service Assistant.

Compliance corner

“ SIA self- service, what you need to know!”



By Paul Taylor
Head of Compliance



In this month's article I thought I would take the opportunity to outline some key changes that the SIA is launching in regard to licence management. The main news is that the process by which you apply for and manage your security licence is being made easier by the SIA.

The SIA plans to launch a new self-service website which will mean both individuals and businesses can apply for a licence online through their personal account. The SIA believe this will be far more convenient and more efficient than today's process.

Alongside the new website, the SIA is also introducing new services for businesses that will provide a greater degree of control.

Launching this new website will mean you can manage processes yourself without any need to contact the SIA directly. For example, through the self-service website you will be able to apply for and renew a licence, check the status of a licence application and change and update personal information within your account. You will also be able to request a replacement licence and provide permission and a link to a business, giving authority for your account/ licence application to be managed.

For individual applications everybody will need to create a personal online account, this is a vital requirement from here on out. To do this you will need a valid e-mail address. Once you have created and set up your account you can access and manage all aspects of your security licence.

For Carlisle Support Services as a business where we look after and manage licences there will be one new service available to us that is called Licence Assist. In effect this allows us to complete and pay for licences on your behalf.

We will keep you informed when the SIA grants or refuses a licence. We can also check the licensable status of licence holders. When the self-service website goes live, bulk applications and telephone renewals will no longer be accepted.

So my advice to everyone in this month's InTouch magazine is to consider preparing now to ensure you are ready once the system is live by ensuring that you have a valid e-mail address. This is the main requirement for setup and access and anyone who wishes to apply for a licence or set up a business account will require an e-mail address to set up an online account. Speak with your manager if you have any issues with creating the address. Once you have created your account, or have asked your manager to help you create an account give them rights to manage/pay for your licence on your behalf. Your managers are here to help support you in this process to ensure that you are fully covered with an active SIA licence.

This website has a suite of information including some very useful guidance videos that outline the main changes to the process of managing and obtaining SIA licences and also all the new services that are available.

If you would like to find out more information about the upcoming changes then use the link shown below to visit the Home Office website where there is a lot more detail.

www.siahomeoffice.gov.uk/changes



Farewell grumpy

I have to admit that it is with great sadness that I sat down this month to write this article about the passing of a colleague. Someone I have had the privilege of working with for over 15 years.

Richard Owen, Richie to his friends, sadly passed away recently following a battle with motor neurone disease. He leaves behind his darling wife Jane and daughters Sarah and Jennifer to whom he was deeply dedicated. Richie was a family man and brought that paternal instinct to work.

Richie, amazingly, had a total of 38 years of continuous service when he took the decision to retire some three years ago to spend more time with his precious family. As a young man Richie started his career as a bus driver. This was in the good old days prior to deregulation of buses in the old Merseyside Passenger Transport Executive.

As a bright and talented individual, his obvious leadership traits were soon noted and he progressed to a revenue protection role and soon on to an inspector's role.

It was here he was christened "Grumpy". This moniker was attached to Richie as he was a stickler for standards and he was never one to withhold a comment, or provide the truth as he saw it. Richie demanded a level of professionalism from all those around him and he didn't suffer fools gladly.

Richie transferred to Carlisle as part of an acquisition on February 14th 2001. At this stage Richie was now a Senior Response Officer and worked alongside Paul Taylor, our current Head of Compliance at Carlisle Support Services. At this stage of his career Richie's natural paternal nature made him a strong and competent leader. One who encouraged and guided using his own experiences to teach others how to perform. He progressed on from the response side of the service to the control room, the hub of all activities in the Liverpool area.

In this role he was responsible for monitoring the cameras on the Merseyrail network and liaising with all stakeholders involved in the service including Merseytravel, Arriva and Stagecoach buses and Liverpool City Council.

Richie's encyclopaedic knowledge of the transport network, its environs and the relationships that made it all work meant that very little got past his eagle eyes.

To capitalise on his years of experience Richie was then asked to undertake a role as a trainer mentor within the security business.

Here he was pivotal in rolling out the training required after the introduction of the Private Security Industries Act and Licensing. Richie taught and mentored well over 150 officers to various qualifications. Every officer drilled and trained to his exacting standards.

Following government restrictions on training funding Richie returned to the Control Room to once again act as a font of all local transport knowledge.

It was in this role that he stayed until the 30th March 2013 when he "hung up his pips" to be with his family.

I, like many others, was greatly saddened to hear of his passing, as Richie for me was a man who epitomised service to the company.

Over his 38 years he was a man who exemplified respect, empathy and professionalism at all times.

Personally he taught me many lessons, most of which I will never forget. He was a leader, a mentor and a family man. He wanted the best for all and didn't stand for poor standards. He wore those traits like a uniform and delivered against them for 38 years.

I am sure you will all join me in saluting the contribution Richie made to Carlisle Support Services and I would like to take this opportunity to thank Jane, Sarah and Jennifer for sharing Richie with us over the years. He will not be forgotten.



By Martin Woollam

Service Development Director



Carlisle creations



By Michael Shirt

Finance Director

“Mighty oaks from little acorns grow”

As you will have noted in last month’s articles, we are intent on adopting a promise-based culture across our business and each member of the management team has made a number of promises. One of my promises was to create a fund that will be used for the implementation of innovation, ideas that add value and development. You bring your ideas to the business, whether it is to introduce new equipment, new ideas for training, working practices, or even new services. I will help you write the business case and present it, in order to demonstrate how your ideas will add value. If you are successful I will then help you to bring them to life as practical outputs.

The initiative is called ‘Carlisle Creations’. The next three years are all about growth for Carlisle. The Carlisle Creations fund will invest in new ideas to help the business grow. You, our people, are Carlisle’s greatest asset and your ideas will make this happen. The fund also underpins two of our core values:

We will support everyone to be sector-based experts
We will put our customers at the heart of everything we do

Our customers are looking for the next big innovations from their suppliers to deliver their products and services faster, better, cheaper. If Carlisle provides this we look good, customers recommend us and Carlisle grows! No idea is too big, or too small; I know you are all full of great ideas. Does it have to be a brand new idea? – NO! It could be something you’ve seen or used before, here at Carlisle or another company, or at home. New creations are great too. And don’t underestimate improving on an existing process, service or product. I want your ideas to be the new Carlisle Creations!

Together, you and I will figure out: Who will use this product or service? How do we sell it or introduce it? Who will buy it and how much money do they have to spend on this? Our aim is to add value to everything we do for our customers.

In order to put forward your Carlisle Creation you will need to follow these steps:

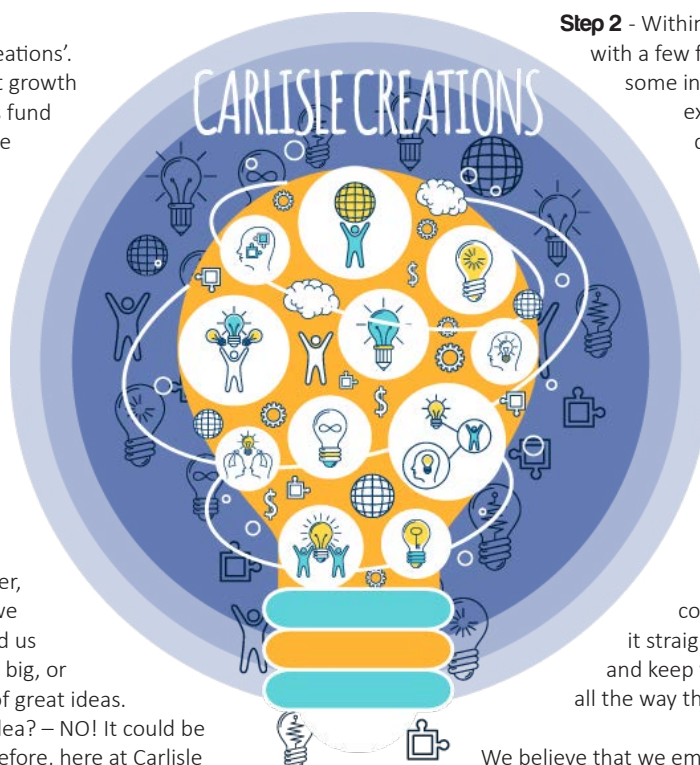
Step 1 - Tell me about your idea (your Carlisle Creation). Write a simple summary which could be a paragraph, or a few pages. Include pictures if it helps. Tell me how you came up with the idea. Please keep it simple to begin with. You can send several ideas if you wish, by yourself or with a colleague. Send them by email to creations@carlisesupportservices.com and copy to your manager if you wish.

Step 2 - Within a few days I’ll respond to you with a few further questions. Then I’ll take some initial advice from our sector-based experts. You and I will arrange a discussion.

Step 3 - You and I decide what extra information is needed and we’ll do a little more research and work. Together we will prepare a short business plan and present it to your Divisional Director and the relevant Sector Director. Together we all decide whether to take it further.

Step 4 - Depending on the size of the Carlisle Creation the approach could be different. We could order a product and start using it straight away, or form a project team and keep working on it. You will be involved all the way through.

We believe that we employ exceptional people at Carlisle. This is a real, tangible opportunity to show your expertise. It will help your company grow and allow you to be recognised as a sector-based expert. If your idea is taken forward you will be automatically nominated for the Carlisle award for “sector-based experts” or “customers at the heart”. For each successful idea introduced to the business that generates profit you will receive a share of the profit.



**So don't wait, get your creative minds to work and start writing today.
Remember to send your ideas to
creations@carlisesupportservices.com.**

What is CSS recruit?



By Gous Uddin

Head of IT Projects

Six months ago Carlisle embarked on a journey under the working title “E-Resourcing” - a project to improve the way that we recruit our people by harnessing the power of technology. This initial project took shape and has resulted in a system that we call CSS Recruit.

Put simply, CSS Recruit is a solution created for managing online candidate registration and recruitment. It has been designed and implemented by our IT team specifically to meet the demands and needs of our business.

Why? - As the leading provider of sector-based expertise to the market we need to ensure that we are able to identify and hire the best people. We wanted to introduce an electronic recruitment and resource management solution and our aim was to create a system to make life simpler for potential workers and our resourcing team. The CSS Recruit project has been designed to remove the need for paper-centric processes and forms. This is a significant step in Carlisle’s transformation towards becoming a digital and paperless organisation.

What does it do? - The system allows potential candidates to register with Carlisle online recording their skill sets and allowing their CV to be uploaded.

Who uses it? - The core users to date of the CSS Recruit system have been our Events and Retail divisions. This includes teams led by our colleagues Charles Tackie and Simon Stockport. For the Security and Cleaning teams, initial resourcing is done by the Central Admin Team. The system is not currently used by our contract managers. The data captured from our custom front end user system is collated into a backend CV database that allows for criteria-based searching. Named users are then able to receive CV alerts when new candidates register.

The benefits:

1. Recruit new and existing staff using the workers skill sets
2. Search and shortlist candidates for opportunities based on skills, experience, etc.
3. Progress and track applications through multiple stages of the recruitment cycle.
4. Book and manage interviews with employees (by telephone, online and face to face).
5. Generate targeted e-mails to groups/ individuals to inform them of upcoming opportunities to work.
6. Plan and deliver recruitment campaigns for short term and permanent work.

The database is kept up to date through new applications being received or existing candidates updating their profile. Candidate applications are tracked through a workflow of multiple statuses/stages e.g. Registration Received, Registration Accepted etc. A link to our specific registration pages can easily be embedded into most websites, therefore it is down to the resourcer to identify the most effective channels to attract candidates.

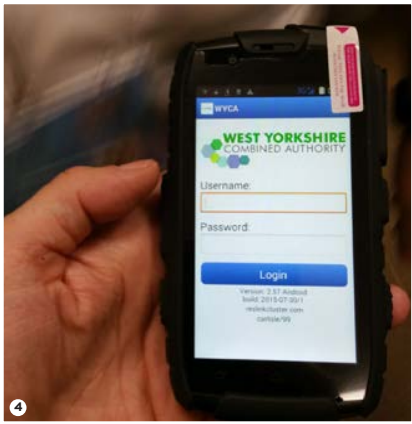
Our resourcing team can use the CSS Recruit system which is configurable to send an email to a candidate to confirm that their registration has been accepted and is being reviewed.

We have had approximately 400 candidate registrations since we launched the CSS Recruit system and have hired 27 people so far. The majority of these candidates have registered through the Carlisle Support Services website recruitment page. This is a fantastic example of our IT team delivering business value.



Rob Pritchard's shadow

A day in the life





I have done many late nights working for Carlisle over the years, which has always been down to us creating bids and having to burn the midnight oil to ensure we do the best job we can for the client. Getting up and being on site by 04.30 is a new one for me though! Last month I volunteered to shadow our Divisional Director, Rob Pritchard, on the first day of the West Yorkshire Combined Authority contract. I must admit that I double checked the date considering it was April Fool's Day.

The West Yorkshire Combined Authority is responsible for the £1 billion West Yorkshire Plus Transport Fund. It works closely with businesses in the area through the Leeds City Region Enterprise Partnership to ensure that the local economy is at the heart of the decisions they take.

We have been chosen to provide a security service at eight locations in support of WYCA. I personally visited Bradford, Huddersfield, Halifax and Leeds with Rob on the day itself. It all started in the dark as we visited Bradford to open up the station with our new colleagues. Andrew and McKenzie were ultra professional and worked through our 'welcome to Carlisle' induction pack with Rob. Training requirements were discussed and the need for a positive skills gap analysis so that Rob would be able to ensure that they both had the bespoke, supplemental training that they required. Booking on and off through the Timegate system was demonstrated and I got a real sense of our operation as everyone was walked through chip and pin sign-on procedures.

A discussion was had about anti-social behaviour that has sometimes been an issue at the station. Both officers were also interested to hear that we plan to supply body worn cameras for their use.

As we have highlighted in a previous article this month, the use of body worn surveillance systems was pioneered by us and is being recommended as best practice by public watchdogs.

It was great to see first hand how this type of technology has a reassuring effect on our staff, especially once Rob had also outlined our deployment of Reslink. Reslink as a mobile work management system will ensure that the teams always feel connected and part of the wider Carlisle family. We also got to see the new vehicles which are sporting a joint livery showcasing both our logo and WYCA's.

Next stop was at Huddersfield where we met Martin Woollam, Service Development Director. Martin was there to assist Rob with the mobilisation, and to ensure the transferring officers were made to feel welcome at Carlisle, in addition, to starting to understand every detail about the current contract. From my perspective at least the sun had come up by this point (smiley face)! Rob spent some time with Sher Nawaz, the officer based at the station, and made sure Martin had everything he needed to take Sher through the induction pack. Whilst we were leaving on our way to Halifax, Andrew Goring the station manager popped into the security office. It was good to meet him and hear his perspective of the issues that our officers have to deal with on a daily basis in the bus station.

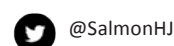
Next stop was Halifax, which was a flying visit to drop the induction pack to Adrian White, Divisional Director- Retail. Like Martin, Adrian was on site to induct Graham Hird, Supervisor into Carlisle. The last visit that I made that day was to Leeds, where we met Paul Evans, Carlisle's MD.

After writing about multi-site mobilisations for a number of years in my role as head of bid management, it was gratifying to actually see our people in action. Writing about the importance of making sure every element is sorted out to make new officers feel welcome, is actually very different from watching our team have conversations with real people. The importance of checking people's uniforms to make sure they are happy and ensure that everyone is aware of processes and procedures is actually a highly developed skill and I wish I had seen its effects sooner.



By Helen Salmon

Head of Bid Management & Marketing



After writing about multi-site mobilisations for a number of years it was fantastic to get a first hand opportunity to see our team in action. I write about our core values all the time and this visit has brought to life these concepts in a very real way. I hope in future that I am able to put down in words the enthusiasm, passion and attention to detail shown by our mobilisation team. I would like to thank Rob for inviting me along and also welcome the transferring officers to Carlisle. It was great to meet some of you.

- 1 Martin Woollam - Service Development Director with one of the body-worn cameras that will be used by the officers to record their interactions with the public when dealing with anti-social behaviour. The use of body-worn video has the potential to improve significantly the quality of evidence provided in a court of law.
- 2 Martin Woollam, Sher Nawaz - Officer and Andrew Goring - WYCA Huddersfield Station Manager.
- 3 Leeds WYCA Station Manager - Malcom Harding, Lee Hopwood - Officer, Me and Paul Evans - MD.
- 4 A ruggedised handset showing the login page for the WYCA Reslink application.
- 5 Adrian White - Operations Director, Me and Graham Hird - Supervisor.
- 6 Our new dual branded mobile response vehicles.

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