

Collection Technician Newsletter



Edition: Spring 2024

Network News



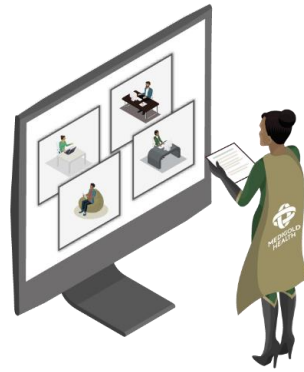
Dates for your Diary

CT Forum – 2nd May 2024

Forum Topic: General Updates

Nexus Pilot: 13th May 2024

Company Updates



System Updates

We continuously strive to improve our processes helping to streamline testing and operational procedures.

Nexus aka the A&D System We have recently been holding face to face forums with technicians who will be involved in the initial pilot. The first pilot will include Cadent Gas New Starter testing with further clients added over the coming few months. Timeline for a phased 'Live' implementation starting September this year. Training will be provided via virtual sessions, modules, face to face roadshows and written guidance.

Skedulo We feel the system is firmly embedded into our current processes. Thank you to everyone for their suggestions and feedback – we will continue to feedback your suggestions to Skedulo.

The Bookings Team have now reduced the time allocated for jobs on Skedulo to more realistic timeframes.

Cascade Our new HR system has been live over a year now and we all hope that the glitches with expenses are now firmly behind us.

New Clients

We have several new clients with testing sites across the UK, these include:

Johnson Matthey, Tripod Crest Limited and Scotts of Thrapstons

Existing client testing is on the increase too. We continue to see a year-on-year increase of just over 7% each month on bookings and donor volumes. Thank you for support and professionalism during testing.

HML Clients:

Over the coming weeks the following HML clients will transfer to HK:

- Serco
- DB Cargo
- Mersey Rail

Testing

Hints and Tips

- Ensure donors complete sections 5 and 9 of HKFORM02
- Alcohol printouts require for NWR, LUL
- Remember to fold the lab envelopes to the bottom securing with a barcode
- Ask donors for **both** Sentinel and National Insurance numbers for NWR testing
- Always capture the Client ID on testing paperwork
- Do **not** carry out a drug test whilst waiting 15 mins for a second alcohol breath test if the first is over 0

Oraleze

We are continuing to use Oraleze kits for our lab oral fluid testing for the time-being. Please ensure you keep a stock of these. Possible transfer to the previous Intercept 2 kits September 2024. Look out for further communications.

Annual Accrued Leave

Remember to claim your annual accrued leave by June workbook cutoff. To find out your annual leave balance, please email Becky.

Waste Management

We are keen to review our waste management for disposal, reuse and to prevent waste.

The aim of Waste Management is to reduce the adverse effects of waste on the environment and planetary resources.

We are keen to hear your thoughts and ideas on how we can reduce our waste throughout the business.

Please email:

network@hamptonknight.co.uk with your suggestions.

Refresher Training

Remember to complete your annual refresher training module prior to your audit.



Let us know your thoughts and suggestions for our next newsletter!

Statistics

In and Out of Hours Bookings Year to Date						
Call Out Times	Jan-24	Feb-24	Mar-24	Apr-24	Year Total	%
Monday -Friday (8am - 6pm)	367	338	341	187	1233	69%
Out of Hours (Mon-Fri 6pm - 8am)	99	127	85	57	368	21%
Out of Hours (Sat & Sun)	54	53	57	18	182	10%
Total	520	518	483	262	1783	

Total Call-Outs
1783
98%

Call Out KPI	Over 2 Hours	Over 3 Hours	Total over KPI	Out of Hours	In Hours
January	15	2	17	6	11
February	5	0	5	1	4
March	12	1	13	1	12
April	6	1	7	1	6

Volume of Donors					
	Jan-24	Feb-24	Mar-24	Apr-24	Year Total
Scheduled	5123	3844	4859	2175	16001
Call Outs	792	551	743	390	2476
Total	5915	4395	5602	2565	18477



New Starters

Collection Technicians – HK welcomed 19 new starters since our last newsletter who are:

Caroline Beaton	Simon Beard	Anna Chambers	Richard Crocker
Jean Faichney	Archie Faickney	Stephen Greensmyth	Tim Leeson
Phil Morgan	David Parrish	Justin Shafto	Sarah Siddons
Conor Steele	Emma Toner	Mark Turner	Mandy White
Richard White	Gary Winter	Hilary Withers	

Internal Staff: **Stacey Yeardley and Cindy Wren** - Network Officers,

Hannah Lister and Safura Iqbal – Customer Service Advisors

Elle Grace and Lindsay Hickman – Data Administrators

Victoria Heard - Account Manger

Exciting News!

Bookings Team: We congratulate Marco Delbuso and Joanne Webb in their promotions to Senior Customer Service Advisors.

Network Team: We are happy to announce that we are adding to the team with a new Network Administrator post which has just gone out to advert; this will post with assist the Network Officers with supporting the Network Manager and the Collection Technicians.

Friendly Reminders!

- Refresher training – when receiving a reminder from the training team, please action this as soon as possible. You are able to claim the hourly rate for any training carried out on TalentLMS or via Teams.
- Inpit your expenses each week, remembering to include a fuel receipt dates withing a week of the claim period. If you have an electric vehicle, you will need to state, 'no receipt – EV car'.
- Collage the Sentinel AND National Insurance number for ALL Network Rail jobs.
- Complete paperwork in BLOCK CAPITALS and remember to press down firmly on to the paperwork.

Contact the Network Team:

01604 271 602 (Option 2)

Stacey (North) - 0783 121 1334

Cindy (South) - 0739 105 1030

OR

network@hamptonknight.co.uk



Recruitment (pssst, remember our £500 refer a friend scheme)

We are currently recruiting in the below areas...

Penzance

Redruth

Falmouth