



WORKING FOR
TWENTY FOUR SEVEN

At Twenty Four Seven, we believe that the staff team is the greatest asset, and we have mutual commitment and shared responsibility to achieving the business objectives.

The Mission statement was devised by the staff team and states that.....

“Twenty Four Seven is a quality service supporting Young People, Parents and their families to achieve independence and move forward with their lives.

We provide a safe non-judgemental environment with competent, professional and honest staff who are committed to equal opportunities and celebrating diversity.”

Twenty Four Seven is an equal opportunities employer. We are committed to taking positive action to help redress the effects of unfair discrimination and disadvantage in order to ensure equality of opportunity becomes an integral feature in all of our activities.

Twenty Four Seven embraces and values diversity ensuring that we work creatively with differences to stimulate fresh ideas, and broaden and enrich perspectives. We value every individual’s contribution to the business and each staff member has lead responsibilities in different areas.

We are proud to hold the Investors in People Award, and welcome the independent assessment of us an employer. We have recently been successful in being reapproved for the Award. Being open and honest about our performance and continually looking to develop and improve are essential parts of our culture.



INVESTORS IN PEOPLE

Twenty Four Seven provides the following to all its employees:

- Comprehensive Induction Package
- At least monthly supervision;
- Annual Appraisal and Individual Development Plan;
- Continuous Professional Development File;
- A minimum of 6 training activities per annum from an exciting and innovative annual internal training plan and external training events as required;
- A Staff Qualification Strategy and Career Path Policy based upon experience, competencies and NVQ.
- A staff team contract/charter;

- A Pension Scheme with employer contributions;
- Annual Staff Feedback/Survey

We currently have three staff team:

- » **SHREWSBURY HOUSE**
- » **GAWBER ROAD**
- » **THE OUTREACH TEAM**

The organisation consists of:

- 3 Managers (all qualified Social Workers);
- 1 Deputy Manager (NVQ 4)
- 3 Senior Support Workers (all with NVQ 3 or NVQ 4)
- 7 Support Workers (all with NVQ 3 or working towards it)
- 2 Night Support Workers
- A number of Sessional Support Workers

We usually have a Social Work student on placement, and we may have a volunteer gaining work experience.

We have regular team meetings and organisational meeting at least quarterly. Staff forum meeting also take place quarterly. We have organisational development days usually twice a year.

VACANCIES

We usually advertise vacancies for contracted posts in the local newspaper, but please contact us if interested for an update of when a vacancy may arise.

Email: twenty4seven@btopenwold.com

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“An Investor in People develops its people effectively in order to improve its performance...”

- ✚ It was clear that the Directors and Operations Manager were providing lots of coaching and mentoring support to all staff;
- ✚ Everyone confirmed that managers supported their development;
- ✚ Those new to the organisation confirmed they were given a thorough induction over a period of time;
- ✚ Everyone described some training, development or learning activity that they had or were undertaking.”

Staff comments to the Assessor:

“I like the way that managers are very accessible.”

“I feel really supported.”

“I’ve done loads of staff training.”

“Amongst the other strengths were:

- The supportive leadership and management practice that has created the culture;
- The amount of training and coaching support provided by the organisation through its managers both formally through supervision and informally on a day to day basis;
- The degree of involvement of staff in planning and influencing decisions;
- The strong commitment to improving the quality of service and to developing staff.”