

We are approaching the end of another eventful year at NCT Ltd, one that has seen a considerable amount of change and progress throughout the Company.

Whilst it has not all been “a bed of roses” and we’ve had some difficulties to overcome, I think we can all be proud of the progress that we’ve made and the way in which all departments are addressing their own issues and improving their overall standards, particularly in respect of the services provided to internal and external customers.

There have been significant changes in our organisation structure resulting, for example, in the arrival of Farrell Smith - Fleet Engineer, Paul Thomas - Head of IT, Gail Matthews – Divisional HR Manager and numerous new faces in all departments, too many to list here. All are welcome to the NCT team.

We have implemented a variety of new systems and procedures, such as “Microbus” which meant upheaval and change in the Commercial department. This continues to prove a positive and successful process.

Training and development activity has continued across all areas of the business. We are forging very strong associations with external training partners to provide sustained and effective training

for staff at all levels and in every department. Mike Lee will highlight some of this on pages 10 and 11 in this edition.

The fact that we are being nominated for nationally recognised awards – and, indeed, winning them in some cases speaks volumes for how far we have



*Photo: Regional Winners Challenge Consulting and NCT at the National Training Awards 2006*

come in a relatively short time. We are extremely proud to be gaining recognition at regional and national level for our efforts – which is a great testimony to the general enthusiasm, staff support and effectiveness of what we are doing.

We have introduced new policies and adapted existing ones, not just for legal compliance but to ensure that we remain at the forefront as an “Employer of Choice” in Nottingham and the wider region. Our success rates in recruitment and retention of staff suggests that we are