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FIRST RESPONSE RECOGNISED AS AN INVESTOR IN PEOPLE

First Response, originated back in 1999 as a Resuscitation & First Aid Training Organisation. The primary customers of First Response are within the NHS covering doctors surgeries, dental practices, etc.

The business continues to be delivered by a small core team of 'professionals' supported by a Clinical Adviser, Medical Adviser & Occupational Health Advisor.

First Response has been awarded the Investor in People Standard, joining over 38,000 organisations in the UK, which have committed to setting a level of good practice for improving business performance through their people.

Commenting on the award, Clive Haddrell said its great recognition for the company to receive the award. The knowlegde, experience and professionalism of the organisation and its success has been made possible due to the dedication and professionalism of its employees.....

Emma Brereton, Managing Director of Quality South West comments: "We are delighted that First Response has been awarded the Investors in People Standard. We believe that people are the key resource to the success of any organisation and it is vital for staff to be skilled, flexible and motivated. The Investors in People standard enables companies to develop and value staff through a practical best practice people strategy linked to their business plan."

Located in Kingswood in Bristol and now employing eleven members of staff, First Response was established in July 2000. They offer a wide range of

training courses using their highly experienced trainer/assessor team, and cover areas such as; First Aid Training, First Aid Training for GP Practices & Health Centres, Tailored Training, Health & Safety Courses, Fire Safety Training and Cardio-Pulmonary Resuscitation (CPR) Assessment for the Royal College of General Practitioners.

Investors in People's aim is to help employers across the UK to develop their businesses by making the most of their most valuable asset – their people.

Key findings from an impact assessment study, conducted on behalf of Investor in People, revealed that changes made by Investors in People organisations in the three years prior to the study, increased profit by 7.16% of sales, or £505 per employee per year. This compares to changes made by non-recognised organisations, which increased profits by 3.78% of sales or £197 per employee per year. This equals a profit gap of £353 per employee-per-year between recognised and non-recognised organisations.

Ends

For more information on First Response please contact Clive Haddrell

Photographs of First Response are also available.

Investors in People:

- The Investors in People Standard provides a framework for improving business performance and competitiveness through good practice in human resource development.
- An organisation that has achieved the Standard has been successful in adopting and maintaining its three fundamental principles: Plan - developing strategies to improve the performance of the organisation, from business goals to leadership strategies; Do - implementing those strategies, taking action to improve the performance of the organisation; Review - evaluating and adjusting those strategies, measuring their impact on the performance of the organisation.
- The Investors in People Standard is promoted and developed by Investors in People UK - a public body whose main stakeholder is the Department for Education and Skills.

- The Investors in People Standard is delivered by a partner network:
 1. In England, the network of Investors in People Regional Quality Centres.
 2. In Scotland, contact Scottish Enterprise (SE) or Highlands and Islands Enterprise (HIE) for details of the Investors in People Standard.
 3. In Wales, the Business Skills Delivery Team at the Department for Education, Lifelong Learning and Skills, Welsh Assembly Government.
 4. In Northern Ireland, the Department for Employment of Learning delivers the Investors in People Standard.