



Here to help in 2023

Important information
Please pass to your Business Manager



Make use of our free resources to help you
day to day in the New Year

So – January is **here**. Christmas **done** & all hoping for a **happy New Year**. Now back to work!

From all of us at One West of course we wish you **all of the best** for 2023.

However - sometimes making that happen comes down to **practicalities** – right?

We think it is really important that we tell you **how** we can help **when (or before)** something happens.

In 2023 our aim is to work **even closer** with our customers. Part of that is ensuring we offer the right **services** & the right **support** with the right **flexibility** to help you with your **business demands**.

So far so **good** – we are really pleased that nearly **100%** of customers who come to us stay or use us again. There is a reason for that & if you want to be part of it give us a try – **you're more than welcome!**

We also have lots of **FREE resources** on our web site www.onewest.co.uk .

Communication means a lot to us & we continue to work on giving our customers more of what they **need**.

You might especially be interested in our **News Bulletins**:
<https://www.onewest.co.uk/free-resources/news-and-bulletins/newsletters/>

Just lately we have covered **Records Management** – our extensive service & handling **Disciplinary & Grievance** - how to get help.

We have also provided information on **Retention Agreements** – a quick, easy & cost-effective way to get access to our services.

We update regularly & there are lots of back topics on other subjects of interest.

We also have **free Podcasts** on **Business Continuity, Fraud Prevention & GDPR** have a look – they are well worth a listen if you are interested:
<https://onewest.co.uk/free-podcasts/>

We are often asked, so we also have **Posters** available – some for staff & some for children, largely to do with **Data Protection**. Check them out – they are **bright, impactful & FREE**.
<https://www.onewest.co.uk/free-resources/news-and-bulletins/posters-free/>

For **Members** a reminder you have access to an even more **extensive range** of materials & you may not have checked these for a while. They are all available for download at **any time** you want as part of our service to you:
<https://onewest.co.uk/my-account/members-area/>
(Don't forget your login!)

Don't forget to find us on **Twitter** and **LinkedIn** – you can use the buttons below. We are updating frequently with current issues.

Our focus is on working in partnership & developing long term relationships based on **quality, trust & value**. That means that you can work with us with confidence.

If not already why not have a conversation with us & talk about how we might help you?

Drop us a line and we will happily get this arranged. Contact:

Steve_Debruin@bathnes.gov.uk or

Jo_Buchan@bathnes.gov.uk

Thanks & once more a happy New Year!

The One West team.



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Our mailing address is:

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