



## **UWL REPOSITORY**

**repository.uwl.ac.uk**

For better, for worse

Cachia, Moira ORCID: <https://orcid.org/0000-0002-4470-1701> (2015) For better, for worse.  
Business West: The Official Publication of West London Business, London, UK.

**This is the Published Version of the final output.**

**UWL repository link:** <https://repository.uwl.ac.uk/id/eprint/1251/>

**Alternative formats:** If you require this document in an alternative format, please contact: [open.research@uwl.ac.uk](mailto:open.research@uwl.ac.uk)

### **Copyright:**

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

**Take down policy:** If you believe that this document breaches copyright, please contact us at [open.research@uwl.ac.uk](mailto:open.research@uwl.ac.uk) providing details, and we will remove access to the work immediately and investigate your claim.

## BOC opens world's first Drive-Thru Gas & Gear store in Wembley



**BOC, the UK's leading industrial and medical gases business, has opened the UK's and the world's largest Gas & Gear and the first Drive-Thru retail store selling industrial gas, welding and safety equipment in Wembley.**

BOC believes that the Wembley Gas & Gear store with its innovative drive-thru facility will prove invaluable to customers collecting products ranging from industrial, medical and specialty gases to welding and safety products and consumables. Customers will now have the convenience of being able to collect their goods under cover, protected from the elements, with Gas & Gear staff on hand to offer excellent service and advice to customers.

The enlarged store, which is open to the general public as well as trade, carries the

full range of BOC products and services for collect customers, from work wear and personal protective equipment to gas and welding equipment, industrial products and power/hand tools. For trade customers who work with gas to join and cut metal, Wembley Gas & Gear offers a wide range of branded welding and safety equipment including consumables.

BOC's Gas & Gear Wembley store is an integral part of the company's Wembley depot, which employs 26 people and supplies industrial, hospitality and medical gases, welding and safety products across North West London. Customers include local hospitals in the area such as Northwick Park, Hospital of St John and Elizabeth and the London Ambulance Service.

## Electric performance for Uxbridge College student in National Apprentice of the Year awards



**An electrical installation student from Uxbridge College has made his way through to the national heats of an Apprentice of the Year competition.**

Shane Greenway, 18, who is studying for the Level 3 Diploma in Electrical Installation at Uxbridge College, won his electrical installation heat to be crowned the South East Regional Champion. He now goes on to the Live Final in Birmingham on 19th and 20th May.

The College was also represented in the plumbing section of the competition by Charley Gilbert, 16, and Rinis Tahiri, 17.

During the heats, contestants had to complete a practical test covering core elements of their course syllabus. The heats were judged on quality of work and a point score system, and Shane was entered because he won an individual event at CNWL last year.

In the regional finals Uxbridge College competed against Basingstoke College, Cambridge Regional College, Farnborough College of Technology, Prospect College, West Herts College, City College Norwich, Chichester College and Mid Kent College.

## New Roehampton Deputy Provost

**Professor Julie Hall has been appointed as one of five Deputy Provosts at the University of Roehampton, where she will have responsibility for all academic departments and the continued focus on excellent academic experiences for students.**

Professor Hall is currently interim director of the University's Business School. She will begin to assume her new role from January, taking full responsibility once a new Business School director is appointed. She is a National Teaching Fellow, and Principal Fellow of the Higher Education Academy, as well as being a former co-chair of SEDA for three years.

She will be primarily responsible for ensuring that the University's academic departments are developed in line with the University's ambitious academic strategy. This will include line managing Heads of Department, coordinating and approving departmental plans, ensuring the recruitment and retention of high quality

academic staff and ensuring that all academic staff in the University are supported and encouraged to reach their full potential

Professor Hall said: "I am delighted to be appointed to the role of Deputy Provost at such an exciting and challenging time. I am really looking forward to becoming part of the team to help drive forward the University's ambitious objectives."

"The quality of our academic departments will always be central to our success, which is why the University is rightly placing emphasis in this area. I'm looking forward to working with colleagues to fine tune what is already a very good operation. For several years we've focussed on refining our portfolio of courses and we have excellent academic staff who bring research to life for students."

[www.roehampton.ac.uk](http://www.roehampton.ac.uk)

## For better, for worse

By Dr Moira Cachia, Chartered Psychologist and Senior Lecturer at the University of West London, comments...

**Research shows that building a successful workforce demands organisational leaders to tactfully strike a balance between these two extreme positions. Current trends dictate work arrangements to be negotiated at an individual level, taking into account the needs of both the organisation and the employee concerned. Such transactions have led to closer interactions to manage and maintain the relationship between the two entities, ensuring that both parties are getting a good deal. Evaluating organisational well-being is usually a straightforward process - financial achievements are commonly used as viable indicators. However, assessing employee well-being is more complex - an important factor which has been identified as a crucial contributor to job performance and productivity.**

Employee well-being has been widely debated, and generally established to include job satisfaction, a sense of control at work, manageable stress, work-life balance and the availability of the necessary resources to be effective in one's assigned role. Here it is worth noting that employees tend to primarily gauge their job satisfaction on their implicit psychological contract terms such as perceiving themselves as being valued, trusted and involved in decision making. These aspects have a direct effect on the employees' organisational commitment and their intention to stay with the

organisation. The explicit terms on the employment contract become the basic canvas on which the employment relationship can flourish once it is established. Hence more emphasis is placed on the relational rather than the contractual elements.

So what should employers do to maintain positive work relationships? First of all, regular health checks through surveys and/or interviews should be conducted which allows employers to be informed of any changes or implementations that may need to be made. Secondly, involvement and investment in career development planning on both a short and long term basis highlights employers' interest in their staff complement and generates a positive image of the employing organisation. The benefits of engaging in these two processes definitely outweigh the costs. Your personnel is your best resource and you would hope that long serving employees reflect loyalty to the organisation's culture and goals, promoting its success. The bottom line is that a happy "marriage" is more likely to generate and optimise your business, maintaining a "Yes, I do" attitude.

[www.uwl.ac.uk](http://www.uwl.ac.uk)

## Clearview at MIPIM

**In 2014 when Boris opened the London Pavilion he was there to lobby key investors and developers to help him double house building and to fund major regeneration projects around the capital.**

However at this year's MIPIM, at what was probably the most significant panel event, "Delivering Homes for London," the main topic was still the vast shortfall in new homes for London. Deputy Mayor, Richard Blakeway and other panellists highlighted the targeted need of 42,000-49,000 home per year, depending on which survey you read.

This almost seemed irrelevant, with current building estimated at just 20,000 new homes annually, and London set to grow by about a further 1,000,000 over the next decade.

One of the most controversial suggestions by the deputy Mayor was the need for smaller developers and house builders, many having vanished during the recession, to contribute again to London's growth. An additional need was the adoption of cutting edge construction techniques that enabled shorter construction times.

In the Q&A session, Tony Laws of Clearview Homes engaged with Mr Blakeway and the rest of the panel over the lack of practical encouragement for the smaller house builder to break back in to the London region.

The Deputy Mayor responded with "the current easing of section 106 contributions" as a positive

move in the right direction. However, Tony Laws was at pains to point out that not only was this already highly controversial and a political "hot potato" it would become a lever for vendors to demand higher land prices. He went on to stress the need to overhaul the stultifying effect of a planning system which is unwieldy at the least, often inconsistent, if not whimsical.

This is where real help was needed especially with planning expenditure for a 100 unit development running to in excess of £200,000.

As regards the issue of the need for house builders to embrace new cutting edge construction technologies, Clearview Homes pointed out that they are one of the UK's leading exponents of cellular block Thin Mortar Technology, to which they have contributed with their own R & D, resulting in a 12.5 per cent reduction in superstructure construction schedules.

Having ridden out the recession with a decade of unbroken presence at MIPIM, Clearview Homes have been the only "small" developer to actively participate on a regular basis. Clearview Homes are currently building homes on the canal at "West Drayton Waterside," Greenford and Kensal Rise.

[www.clearviewhomes.co.uk](http://www.clearviewhomes.co.uk)



Above:  
Dr Moira Cachia



Above:  
Shane Greenway

Above:  
Professor Julie Hall