

## Celebrating Success within the Practitioner Community

I am pleased to launch this as a new feature in Quality Matters, it aims to celebrate good practice and success within the practitioner community. Below is an article about Jean Hill who is a Specialist Adviser with Yorkshire and Humberside Assessment Ltd who has recently won a national award for client satisfaction.

If you have your own success story or would like to share good practice examples with the network, please send the information to me at IIPUK, and we will include it in future editions of Quality Matters. Thank you. Contact; Abi Savvides: [abis@iipuk.co.uk](mailto:abis@iipuk.co.uk), 0207 467 1906.

## Investors in People Adviser Scoops Gold Award for Client Satisfaction

Leeds businesswoman and national Investors in People Adviser Jean Hill has become the winner of a national award for gaining outstanding client feedback on the quality and relevance of her business advice .

Jean Hill, the founding Director of Moffat McEwan, which specialises in providing management development to the professional sectors, came top of a register of more than 10,000 accredited consultants thanks to the outstanding client ratings she has gained over the last eight years.

Jean scooped the prestigious Gold Award from the British Accreditation Bureau, which is a Government-backed initiative launched in the 1990's to drive up the standard of work undertaken by consultant contracted by ministerial departments.

Jean said "I am delighted that our clients have supported us in this way – I very much value their feedback and it is important to maintain that level of quality and care they expect from my advice.

Jean has 20 years' experience within the field of professional management development and is an Investors in People Adviser to that sector. Over the last few years she has helped over 140 practices gain successful Investors in People recognition, including 78 law firms and over 50 GP practices. Jean is also the Organisational Development Director for Redmayne-Bentley, one of the UK's largest independent stockbrokers, based in Leeds and with over 30 franchises. The firm gained successful Investor in People recognition last year with Jean's support.

As a national Lexcel consultant, Jean has also helped 23 law firms gain Lexcel accreditation, linking the development work to the Investors in People Standard. Judy Dyke, Senior Partner at Tyndallwoods Solicitors, Birmingham, says "from our very first meeting I had absolute confidence in Jean's professionalism and found her experience and support quite invaluable. I was particularly pleased that following our recognition, Jean was also able to guide us through the Lexcel process."

Jean's sector-specific Investors in People support is marketed under the Legal, Health or Professional Challenge programme and very often attracts funding from Business Links and LSCs. Jean will work with a practice over a number of months, helping to assess development needs and providing both training and advice on how to implement change. Jean will hold regular meetings to advise review and monitor the implementation process.

Although advising within a range of professions, Jean's main work is within law firms and GP medical practices. Annette Given, the Practice Manager of Burton Lodge Medical Centre and Alexandra Road Practice in Harrogate, says 'both practices have improved their performance by linking the development of employees to the achievement of business objectives. It has particularly helped the GPs, who are not naturally 'business' people, to see the value of planning focussed objectives through a concise practice development plan and following up with review and evaluation.

The help and advice given to us by Jean through the whole process was invaluable. Jean kept the momentum going and the whole team benefited for her help. We are sure that we would not have achieved so much in such a short time without her assistance!

Jean said "The assessments carried out by BAB not only provide me with a vital source of continuous improvement but provide a national endorsement of the relevance and quality of advice given and to the changes we help introduce."

To qualify for the awards introduced in 2005, members have to submit details of a live project; the underlying client is then asked to complete a questionnaire concerning the consultant's management of the project and points are awarded accordingly. A large number of Jean's projects over the years related to her work as an Investors in People Adviser.

**Please contact Jean for further information or if you have any questions:**

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