



**Jacqueline Webb & Co<sup>®</sup>**  
Britain's No.1 Rehab Cost Consultancy

## **JACQUELINE WEBB & CO: NEWSLETTER SPRING 2009**

**Customer survey.** We are determined to improve our service to you therefore please take a few minutes to complete the survey form and return to us by post or Fax to 01722 412 263. Your completed form will be entered in a draw to qualify for a hamper, a case of wine or a donation to your nominated charity.

**Support to CPD.** Elizabeth Waterman continues to be fully committed to supporting your CPD with one to two hour workshops in your offices at no charge to you. If you wish further details please tick the appropriate box on the attached form. Alternatively email John Ibbotson on [ibbotsonj@jwebb.co.uk](mailto:ibbotsonj@jwebb.co.uk) for details. We are currently developing the programme from the end of August.

**Legislative developments.** In recent newsletters we have highlighted a number of areas of the law which will have an effect on care costings.

**The Working Time Directive.** On 17 December, the European Parliament voted to scrap national opt-outs to the Working Time Directive and enforce an EU-wide maximum working week of 48 hours, in open defiance of a group of member states led by the UK. The second-reading vote, passed with an absolute majority of 421 votes to 273, means that the long-running debacle over the European Working Time Directive is set to continue. The directive will now go to a conciliation committee for Council-Parliament negotiations. The Parliament enters negotiations from a position of strength; it clearly wants to end the opt-out. However, all indications are that member states will not budge; the most commonly voiced compromise suggests that national governments accept the Parliament's position on "on-call time being classed as working time."

**EAT Judgement.** Hughes v G and L Jones gave further guidance. A care worker in a residential home who was provided with accommodation so that she could discharge her duty to be on call for the residents 11 hours a night, 7 nights a week, was entitled to treat those hours as working time for the purposes of the Working Time Regulations, and for periods when she was not actually sleeping to treat them as attracting the national minimum wage. The Employment Appeal Tribunal judgment reversed a previous judgement on pay and remitted to the same Employment Tribunal for remedy. The Employment Tribunal finding that she was unfairly dismissed was not appealed. This ruling makes the general practice of many care agencies in the provision of domiciliary care untenable even before developments in the Working Time Directive explained in the previous paragraph are taken into account.

**The Pensions Act.** The Act received Royal Assent in late November last year. From 2012 workers will either be automatically enrolled into their employer's workplace pension scheme or entered into the new Personal Accounts scheme, ensuring those who in the past have not had the opportunity build up any savings for retirement can now do so. This will increase the cost of directly employed care packages by 3% i.e. the minimum employer's contribution.

**Capacity to provide reports.** We are well aware that our capacity to write reports does not match the demand for our services, therefore we have taken on 14 additional new consultants in the last year including 3 Advanced Practitioner Nurses. Three of them have completed their initial period of intensive quality assurance. Please look at our website, [www.jwebb.co.uk](http://www.jwebb.co.uk) for further details on where they are based. Their expertise is also available in our CV booklet. Our new consultants are making good progress, however we continue to look for other high calibre specialists, including more nurses, to join the team. We are determined to achieve our goal of further reducing the delay between instruction and completion of reports.

**Your contact details.** To ensure that we keep our database up to date please notify any changes overleaf. We look forward to working with you again throughout the rest of the year.

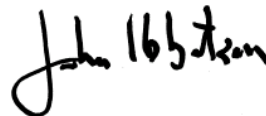
Yours sincerely



Jacqueline Webb



Elizabeth Waterman



John Ibbotson



**Jacqueline Webb & Co<sup>®</sup>**  
Britain's No.1 Rehab Cost Consultancy

From:  
Name:  
Address:  
DX:  
Email address:

**Please fill in the form and return to:**

Jacqueline Webb & Co 17 Barnack Business Centre Blakey Road Salisbury SP1 2LP	<b>or</b> Jacqueline Webb & Co DX: 89653 Salisbury	<b>or</b> Fax: 01722 412263
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**Quicker via Fax ...  
01722 - 412263**

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To ensure that the information we hold on our new database is correct please complete the following.

Do you act for:

Claimants/Pursuers       Defendants/Defenders       Both

**Support to CPD**

I would like further details of free support to CPD

Please send a free copy of:

**Jacqueline Webb & Co booklets**

- Choosing and Instructing the Right Care Expert
- Short CV booklet of consultants currently accepting medico-legal work  
England and Wales
- Short CV booklet of consultants currently accepting medico-legal work  
Scotland
- The Jacqueline Webb & Co Service Charter

Are there any other members of the Personal Injury team that might like to be kept up to date on our range of services? If yes please give names and contact details below:

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Continued....  
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If you or a colleague would like a desk calendar, which runs to March 2010, please supply details below:

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Thank you for your time. Now please fax to 01722 412 263



**Jacqueline Webb & Co<sup>®</sup>**  
Britain's No.1 Rehab Cost Consultancy

## CUSTOMER SURVEY

**Please help us to provide a better service to you. Your feedback is important to us.**

**Please fill in the below form and return to:**

Jacqueline Webb & Co                      **or**  
17 Barnack Business Centre              Jacqueline Webb & Co  
Blakey Road                                      DX: 89653 Salisbury  
Salisbury  
SP1 2LP

**From:**

Name:  
Address:  
DX:  
Email address:

**Quicker via Fax ...  
01722 - 412263**

Jacqueline Webb & Co is committed to a process of continuous improvement. In order for us to achieve best practise, please would you take a few minutes to fill in this form.

In the event that my name is drawn I would prefer to receive a:

Hamper    Case of wine    £100 donation to my charity [name: ..... ]

Please tick one box per statement:

**1. I regard Jacqueline Webb & Co as Britain's No. 1 rehabilitation cost consultant**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**Comments:**

**2. The recruitment and training regime of Jacqueline Webb & Co consultants is the most rigorous in the UK**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**Comments:**

**3. I access the Jacqueline Webb & Co website (www.jwebb.co.uk)**

- Weekly
- Monthly
- Quarterly
- On occasion
- Rarely

**Comments:**

**4. I find the Jacqueline Webb & Co website helpful**

- Strongly agree
- Agree
- Rarely use it
- Disagree
- Strongly Disagree

**Comments:**

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**5. The detailed breakdown of costs in Jacqueline Webb & Co quotations is essential and completely meets my needs**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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**6. The high standard of Jacqueline Webb & Co reports stands out from competitors and fully meets my needs**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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**7. A timescale of eight working weeks for production of a standard report, after issuing instructions, meets my needs on the majority of occasions**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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**8. The high standard of oral presentational skills of Jacqueline Webb & Co consultants, at case conferences and in court, meets my expectations**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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**9. The professional impact of Jacqueline Webb & Co consultants fully meets my expectations**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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**10. The dress standards of Jacqueline Webb & Co consultants fully meet my expectations**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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PTO

**11. The continuous professional development of my team would benefit from a training workshop provided free by Jacqueline Webb & Co**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

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**Are there any issues you would wish Jacqueline Webb & Co to address as a matter of priority?**

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**Do you regard our competitors as providing better service? If yes, who and why?**

**What is the main reason you instruct Jacqueline Webb & Co?**

**What is the main frustration in dealing with Jacqueline Webb & Co (please be blunt, we want to improve)?**

**Is there anything we could do to improve our partnership with your business?**

***Many thanks for taking the time to contribute***

Now please send to Jacqueline Webb & Co  
DX: 89653 Salisbury or fax to 01722 412263