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**BRITISH ASSOCIATION
OF SOCIAL WORKERS LIMITED**

A COMPANY LIMITED BY
GUARANTEE
REGISTERED IN ENGLAND
NO. 982041

**CWMNI CYFYNGEDIG
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LLOEGR RHIF 982041**

HD/slk/W5078

Jan Golding
Roots Human Resources CIC
26 Talbot Street
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13th October 2009

Dear Jan

Following satisfactory conclusion of a recent case for BASW, you asked me for a testimonial letter which I am pleased to provide.

We engaged Roots HR cic in June '09 in recognition of human resources input required to support us through a period of significant organisational development. We chose Roots HR partly because the organisation is an NCVO approved consultancy and partly because we knew other Roots HR clients who spoke highly of your work.

One of the first initiatives we asked you to undertake was to lead us through to resolution of an extremely complex employee relations case. You acted as our lead consultant and took the role of my critical friend in the matter, undertaking a thorough and sensitive investigation before presenting me with options for a way forward and an assessment of the risk associated with each. In the final stages of the matter, your clear advice and your interpersonal and negotiating skills were key to the successful outcome. Throughout the process, your availability and your communication, both verbally and written, were excellent.

BASW has also become a client of the Roots HR COMPLY service and you have undertaken the free of charge organisation-wide HR risk assessment that is a benefit of that service. We are using your recommendations from that assessment to inform our organisational planning and finding these not only useful but well-tailored to our organisation. Some of the work to be done going forward is complicated and unusual but we have no doubt that, with the support of Roots HR, we will, over time, be able to effect the changes that will be beneficial to the overall sustainability of our organisation.

Thank you very much for the services you have already provided to us. I have no hesitation in recommending Roots HR and yourself to other organisations and am happy for this letter to be shared with your potential clients.

Yours sincerely

Hilton Dawson
Chief Executive