



## The Royal National College for the Blind

The Leading College for People who are Blind or Partially Sighted

17 June 2009

Dear Jan,

I write at the end of our first period of use of Roots HR's consultancy services to provide you with feedback as requested.

We engaged Roots HR for a recent organisational review which would inevitably result in some redundancies. We were recommended to Roots HR by the local branch of the Chartered Institute for Personnel and Development because of your specialist knowledge in working with the charitable sector. We had experienced significant difficulties in a previous change management programme and were particularly anxious that this current organisational review be considered more constructively by all those affected.

I am delighted to say that we found our Roots HR consultant, Martin Dean, to be fantastic. Not only was he technically accurate with regard to process and employment law, but he took a great amount of care with all those with whom he came into contact, preparing them well for their individual outcomes. Some of those who have left have personally told me how fair and reasonable they have found the whole process to be. Even those who were not directly involved commented on his approach; Martin's personal contribution was raised at a senior management team meeting, where the team asked for praise for his work to be passed on to him.

Overall we have found a remarkable difference in this restructuring exercise compared to the previous one, and we recognise unreservedly the valuable and comprehensive contribution of Roots HR and in particular Martin.

We would have no hesitation in using Roots HR again and are happy to recommend your services to other organisations. Please do feel free to use this letter as a testimonial.

Yours sincerely

Cathi Shovlin  
Head of Resources

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President: The Hon Mrs White

Chairman: David Adams

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