



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

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## Information & Application Pack for Mentoring Scheme

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INVESTOR IN PEOPLE



WORK-LIFE  
BALANCE

Recognised as meeting the Investors In People  
Model for Work-life Balance



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## INTRODUCTION

### **Mission statement**

To promote the highest standards of assessment and report writing to assist the courts in determining special damages to allow injured claimants to live fulfilling, independent and active lives with appropriate care and equipment.

### **Goals**

To provide and maintain quality assurance procedures to ensure that the company provides accurate and succinct independent reports whether instructed jointly or by either party.

To create an office environment which harnesses the latest technology and promotes training of all employees to ensure the production of high quality reports to meet deadlines.

To recognise and reward the commitment of all employees and consultants for providing advice and information to clients in a timely and professional manner.

To maintain our reputation for excellence in the provision of expert witness reports and any other service we provide.

### **Jacqueline Webb & Co: the origins**

Jacqueline Webb coined the phrase *rehabilitation cost report* when she set up the company in 1985. She asked respected colleagues to join her, seeking out healthcare professionals who could work to the same exacting standards. For over twenty four years she strove to raise the standards and profile of the company providing expert evidence in personal injury litigation. She was appointed a Fellow of the College of Occupational ~Therapy in 2008. Elizabeth Waterman and John Ibbotson are now responsible for the day to day running of the company.

### **Elizabeth Waterman, Director of Services**

After working in mental health and paediatric services in the NHS as an occupational therapist Elizabeth started working in private practice in 1988 and joined Jacqueline Webb & Co Ltd as a consultant in May 1989, preparing medico-legal reports, mostly in the paediatric field. In July 1996 she was appointed as Director of Services at Jacqueline Webb & Co Ltd. Her key tasks include business development and introduction of extended services to meet customer expectations and the recruitment of excellent consultants. This goes hand in hand with monitoring the quality of reports to ensure that we provide the very best possible service to solicitors and their clients. She is an Associate of the Institute of Chartered Secretaries and Administrators having qualified in 2003.

She is a founding member of the College of Occupational Therapists Specialist Section – Independent Practice and is Co-chairman of its Medico-Legal Forum.

Elizabeth has also served a three year term of office as a Director and Trustee of the College of Occupational Therapists/British Association of Occupational Therapists and was also a member of its Audit Committee.

She is involved in strategic decision-making; ensuring that the company continues to provide the quality and reliability for which it is known. In combination with John Ibbotson, she is also responsible for the day to day running of the company.

### **John Ibbotson MBE, General Manager**

John was commissioned from the Royal Military Academy Sandhurst in 1978 and subsequently enjoyed a full Army career in The Parachute Regiment, Special Forces and on the General Staff. Highlights were Regimental Command and appointments as the Operations Director of the Army Training and Recruiting Agency and the Personnel Director for the Infantry. He is also a Fellow of the Chartered Management Institute.

He joined Jacqueline Webb & Co Ltd in 2007 in a new post as General Manager. His task is to ensure that the business service we provide to you and our customers is exemplary. If any issues arise or you need help or advice to solve a problem, he will be your first point of contact.

## **Quality assurance**

Marian Banks, Helen Buri, Michelle Clarence, Cath Gittins, Jane Hogg, Jane Ireland, Rachel Jenkins, Jean Phillips, Carmel Ruane, Joanne Teague and Christine Wardle are all very experienced consultants who have worked with the company for a number of years. They assist with the quality assurance of new consultants' reports. There are details of the procedure later in this pack.

The company's caseload has increased over the years and now provides work for approximately 60 healthcare professionals.

The company moved into its present, well-equipped and modern offices on the outskirts of Salisbury in September 2002.

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### **SERVICES PROVIDED BY JACQUELINE WEBB & CO LTD**

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#### **Litigation support service**

Jacqueline Webb & Co Ltd provides expert advice for solicitors and insurance companies. Its consultants prepare detailed reports on the needs of people who have had road traffic accidents, accidents at work, are involved in medical negligence actions or criminal injury compensation claims. These reports:

- Quantify the cost of care needed as a result of the injuries sustained.
- Quantify specialist equipment needs.
- Quantify extra transport costs and other miscellaneous extra costs caused by disability.
- Comment on housing difficulties.

If the contents of the report are not agreed by both sides in the legal case the writer has to attend court to defend the recommendations made in the report. Only two to four percent of cases come to court.

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### **YOUR ROLE AS A CONSULTANT WITH JACQUELINE WEBB & CO LTD**

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To provide independent and unbiased expert information to assist the court to make a decision on quantum issues in personal injury litigation cases.

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### **YOUR SELF-EMPLOYED STATUS WITH JACQUELINE WEBB & CO LTD**

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If your application is successful you will be offered work on a self-employed basis as a preferred provider. You will work from home or your own office premises. You can be based anywhere throughout the United Kingdom.

Whilst completing your first few reports you could combine working for the company with a full-time post, thereafter you will need to have available the equivalent of at least two days per week for this work.

As well as preparing reports for Jacqueline Webb & Co Ltd, you need to maintain 'hands-on' experience of working with disabled people.

Before starting work you would be expected to sign a consultancy agreement which sets out the basis of your relationship with the company.

## WHAT JACQUELINE WEBB & CO LTD WILL PROVIDE

### **Indemnity insurance**

The company pays for a professional indemnity insurance which primarily covers the company and all work consultants are contracted to do for the company. Occupational therapists should be registered with the Health Professions Council and nurses should be registered with the Nursing and Midwifery Council as this is a requirement for practice. Consultants are responsible for all other insurance they consider appropriate. Jacqueline Webb & Co and our insurer require all occupational therapy consultants to be members of BAOT, COTIP or BABICAM and other health professionals to belong to an appropriate professional body such as the RCN or MCSP.

### **Supply of work**

We put in a considerable amount of effort and expense into ensuring that the reports provided by the company continue to be the highest standard in the industry. In return we would like you to set aside time to generate enough fees to pay for this type of support – a guideline figure would be a minimum of 150 to 200 hours during the introductory period, more thereafter. The introductory period is likely to span a period of six months but may be shorter if you are able to devote more time at critical points, such as when preparing your initial draft of each report, which may initially take you considerably longer than the quoted time. We would normally quote between eight and twenty hours for preparation of a report but you should anticipate needing to spend at least double the quoted time for your first few reports.

Much of the company's work is obtained by word-of-mouth recommendation. To ensure a constant supply of referrals we also advertise in legal journals, maintain a high profile at legal conferences, give lectures to groups of lawyers, and directly promote our services to firms of solicitors and insurance companies.

### **Referrals**

The company does all the 'spadework' of negotiating fees, confirming terms and conditions and providing a quotation for all the work it accepts.

Allocation of work is based on geographical convenience, professional expertise and experience of personal injury litigation work.

### **Collection of fees**

The company invoices for all work completed and takes robust action to ensure prompt payment of accounts.

## **Administrative back-up**

To ensure the highest standards of presentation and content, all correspondence, invoicing and word-processing of reports is completed at our offices in Salisbury using company headed stationery.

The Salisbury office is manned from 8.30 am to 6.00 pm each weekday.

## **Quality assurance**

As part of our quality assurance scheme the criterion for preferred providers includes attendance at a variety of quality assurance and/or networking opportunities which will be made available to you during your period of consultancy.

Before completing your first report you are invited to attend a Stage 1 Familiarisation Day to acquaint you with our report templates and procedures at the Salisbury offices (or another agreed location). Within the next year you will be invited to participate in further IT based sessions or Familiarisation opportunities which we are introducing which will include an introduction to the law relevant to our reports and a session on the various templates and methods used for costing complex care packages.

Each new consultant has all their written work closely reviewed against company standards. Each draft will be reviewed and discussed. The duration of this oversight is dependent on the ability of the consultant to meet quality standards for the work, but generally this level of review is likely to continue for six months.

## **Quality assurance system**

The company has formal quality assurance systems which ensure that all completed reports meet our exacting standards.

## **Courtroom skills**

The company recommends that consultants attend a courtroom skills course when they have gained the experience of working on a minimum of six reports to ensure they retain preferred provider status. Information on suitable providers is available from the office.

## **Annual conferences**

Jacqueline Webb & Co Ltd organise the venue and provide speakers for at least two days per annum on topics relevant to the company's work and brand. As well as improving professional expertise, these meetings provide an opportunity for consultants to meet and gain useful peer support. The company also organise telephone conferences for small groups of consultants that cover more specialist subjects. To retain preferred provider status attendance is recommended at these not for profit quality assurance and/or networking opportunities.

## **Report writing guidelines**

Over the years Jacqueline Webb & Co Ltd has evolved standard formats for its reports. A guide to report writing is issued to consultants before they start work. Work is on-going to improve methods of presentation.

## **Assistance with information gathering**

Information collection techniques have been devised which ensure that you know 'what you need to know' by the end of the assessment visit. Several information gathering questionnaires have been compiled and upgraded over the years.

## **Pooled resources**

Head office holds information files on topics relevant to personal injury litigation. Indices of these files are circulated regularly and contents can be made available to consultants. The company also has a library of relevant books available for loan. The company has a password protected website for consultants use that includes costings on a range of equipment or services for insertion in reports, a consultants' forum for discussing professional issues and a consultants' resource page where information of general interest is posted by the office. Consultants are encouraged to send in useful information/articles which are then shared via the website.

## **Computerised costings**

Jacqueline Webb & Co Ltd has a computer package which does arithmetical calculations for valuing/costing care – this can go back as far as 20 years.

## **Company standards**

Our company standards ensure that you can be proud to associate yourself with the organisation. The company has written standards to ensure uniformity.

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### **WHAT WE CHARGE SOLICITORS AND INSURANCE COMPANIES FOR**

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Jacqueline Webb & Co Ltd invoice its customers by the hour for both professional and travelling time plus rail/airfare and/or mileage and hotel costs if appropriate.

Extra work such as attending case conferences, meetings of experts, answering questions and updating costs is charged at the appropriate hourly rate.

Attendance at court is charged at a daily rate on a sliding scale dependent on the amount of notice given.

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### **HOW MUCH YOU WILL EARN**

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In our last financial year our highest fee earner invoiced us for over £80,000 for their professional time and travel.

For the first five reports your starting rates for professional time and travel time will be set by the company dependent on experience. Following successful progression

through our Quality Assurance programme and completion of five reports you may renegotiate your fees, and thereafter as appropriate.

Rail/air fare and/or mileage and hotel costs are reimbursed to consultants at the end of the month in which the report is invoiced.

Assessment visits to clients take from two to six hours and reports take eight to twenty hours to prepare.

The company provides quotations to solicitors for preparing reports. Unless there are exceptional circumstances, you can only claim the maximum number of hours quoted for the work, although your first few reports may take longer to prepare.

You will not get recompensed for telephone calls, postage and other administrative 'out-of-pocket' expenses incurred in completing the report unless these are exceptional and they can in turn be invoiced to the body who has commissioned the report.

### **WHAT JACQUELINE WEBB & CO LTD EXPECTS OF YOU**

- To have sufficient time available each week to work on the cases that are allocated to you within the introductory period but please note that you will initially only have one case allocated at a time so the start may be slow.
- To read through medical reports/psychologists' reports and any further papers supplied by instructing solicitor/insurance company.
- Having read these reports, to visit the disabled person's home to make an assessment of need.
- It is your ultimate responsibility to proofread each draft of your report and any letters you have signed that are issued to solicitors/claimants.
- To sign and therefore take responsibility for the contents of your report.
- To carry-out all follow-up work associated with that report, such as updating costs, attending case conferences, repeat visits, etc.
- To undertake own research, update knowledge and share findings.
- To attend court if the contents of the report are not agreed.
- To achieve, and then maintain, the high standards of work demanded by our quality assurance system.

## **QUALIFICATIONS AND EXPERIENCE WHICH YOU WILL NEED**

- If you are accepted to do consultancy work with us, we would ask for proof of relevant professional qualifications, eg DipCOT, BSc or equivalent, registration with HPC or NMC and membership of the relevant professional organisation.
- You will also need a minimum of six years' post-graduate experience in an appropriate field. This experience should include the assessment of care needs and awareness of the difficulties and costs associated with the implementation of care packages.

## **QUALITIES YOU WILL NEED TO DO THIS WORK**

In our experience, we have found that people who enjoy this sort of work possess the following attributes:

- Decision making ability – you should be at ease making decisions – this could be described as an ability to take risks about decisions.
- Ability to prioritise, eg when to take a global view/when to focus on detail/when to/not to compromise.
- Ability to take proactive role when managing all issues associated with the case.
- Self-confidence and assertiveness. When you are at case conferences or at court you should be able to project a professional image immediately and be able to deal with lawyers, doctors, etc, confidently but diplomatically.
- Ability to be self-disciplined in the management of own time, to cope under pressure of workload and conflicting commitments. Ability to work independently but know own limitations (self-awareness).
- Ability to build rapport quickly with others.
- Ability to pick up non-verbal cues, see things from the other person's perspective and feel comfortable with people from all backgrounds.
- Ability to pay attention to detail.
- Perseverance/persistence. Conscientiousness (eg pride in work even if it means extra work, being prepared to put in extra time to meet urgent deadlines).
- Ability to work as part of a team and to accept criticism/have opinions challenged.
- Flexibility, eg accept last minute court cancellations.

## **ESSENTIAL CRITERIA YOU NEED TO HAVE TO BE ACCEPTED TO DO THIS WORK**

- Intend to be actively working with disabled people in the UK for at least five years from the date of interview.
- Sound grasp of spoken English and high standards of written English.
- Current car driver's licence or chauffeur, able to travel by air and on occasions to stay away from home overnight.
- Dedicated space available at home or rented office space with secure storage for documents, a computer, answer phone and a fax machine.
- Physical stamina to prepare reports of between 3,000 and 14,000 words by audio, longhand or word-processor. If access to clients' homes is a problem, it is your responsibility to make arrangements for assistance.

## **METHODS WE WILL USE TO TEST FOR ESSENTIAL CRITERIA**

- CV and application form for qualifications and experience.
- Written exercise returned with application form – to assess use of English.
- Psychometric testing – to assess traits eg ability to take up front role/ease with making decisions, etc. We currently test verbal reasoning, abstract reasoning and personality profile. We will make arrangements for you to access these tests on line.
- Structured interview – key aspects of the role will be discussed.
- References – always checked.

We will advise you at each stage of the selection process whether you have been successful.

## **CHECKS/REGISTRATION/MEMBERSHIP REQUIREMENTS**

If we offer you consultancy work we will require disclosure of certain documents as set out below:

- Copy of professional membership card, eg BAOT or RCN.
- Copy of Health Professions Council Retention Certificate, NMC certificate or other relevant documentation.
- Appropriate Enhanced Disclosure Certificate. Please note that we require a full check to be carried out for all headings listed on the Disclosure application form. We will provide further guidance on our requirements and advice on where to obtain a suitable certificate for our work.
- Eligibility to work in the United Kingdom

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### **IF YOU DECIDE NOT TO APPLY ...**

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Should you decide not to apply, we would be very grateful if you would send us a brief e-mail to [enquiry@jwebb.co.uk](mailto:enquiry@jwebb.co.uk), letting us know why you decided not to apply and, if relevant, raise any additional queries or concerns you may have so that we can respond to you. Once a quarter we will select a feedback response at random and donate £20.00 to a charity of the winner's choice. We will contact you for the charity details. Please head your e-mail 'Feedback Response'.

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### **FURTHER QUESTIONS?**

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If, having read this information pack, you have any further questions please feel free to telephone Inoka Jayewardene, HR & Facilities Supervisor on 01722 329156

# APPLICATION FORM FOR MENTORING SCHEME

(As well as this application form, please complete written exercise)

**Please complete all questions on the application form, even if you are providing a separate curriculum vitae.**

SURNAME:	FORENAMES:
TITLE:	
ADDRESS	
HOME TEL NO:	MOBILE TEL NO:
DAYTIME TEL NO:	HOME FAX/E MAIL/OTHER:
DO YOU HAVE ANY CRIMINAL CONVICTIONS OR CAUTIONS? IF YES, PLEASE OUTLINE BELOW:	
<b>EDUCATIONAL ACHIEVEMENTS:</b>	
'A' levels (or equivalent):	School/College attended:
Subjects and grades:	Year awarded:
Other qualifications obtained before training for 'Caring' profession:	
<b>PROFESSIONAL ACHIEVEMENTS:</b>	
College/university attended:	Degree/Diploma etc:
Year of graduation:	

Postgraduate qualifications:

**POSTS HELD SINCE QUALIFYING** (start with most recent/present post and continue on separate sheet if necessary). If you were a manager, please indicate which specialty your service provided, eg head injury, paediatrics, care management.

Employer	Post/grade	Full or part-time	Dates	Specialty	Type of care packages organised

**CONFIDENCE IN ASSESSMENT SKILLS** (Please complete all sections)

Indicate the degree of confidence you have in making an expert assessment on the needs of people with the following conditions, '1' would indicate not confident, '4' extremely confident.

a) Head injuries resulting in behavioural problems	1	2	3	4
b) Spinal injuries	1	2	3	4
c) Chronic Pain Syndrome	1	2	3	4
d) Chronic chest diseases	1	2	3	4
e) Terminal illness	1	2	3	4
f) Amputated limbs	1	2	3	4
g) Cerebral Palsy	1	2	3	4
h) Other (please specify)	1	2	3	4

**DETAILS ANY PERSONAL EXPERIENCE WHICH HAS BROADENED YOUR UNDERSTANDING OF THE IMPACT OF ILLNESS/DISABILITY ON EVERYDAY LIFE:**

***WORK EXPERIENCE NOT RELATED TO PROFESSIONAL QUALIFICATIONS***

(excluding short holiday jobs):

***HAVE YOU BEEN INVOLVED IN ANY MEDICO-LEGAL WORK IN YOUR CAREER?***

If Yes, outline:

***RECREATION***

Please list your hobbies/interests:

**REFERENCES** Please give the names and addresses of three referees with whom you have worked/been professionally associated:

<b>REFEREE 1</b>		How long have you known referee?	
Name:		Daytime telephone number:	
Address:		Position held:	
<b>REFEREE 2</b>		How long have you known referee?	
Name:		Daytime telephone number:	
Address:		Position held:	
<b>REFEREE 3</b>		How long have you known referee?	
Name:		Daytime telephone number:	
Address:		Position held:	
Please indicate if it would be acceptable to you for us to contact your referees immediately		YES	NO
For our records we would be grateful if you could state how you first heard about Jacqueline Webb & Co Ltd:			
SIGNED:		DATE:	

## PRE-CONSULTANCY MEDICAL QUESTIONNAIRE

<b>Full Name:</b>	
<b>Address:</b>	
<b>Contact No:</b>	

How many days' absence have you had from work in the last three years? How many periods of absence have you had in the last three years?	Days:  Periods:
Are you currently taking or have been prescribed medication (excluding contraceptives?)  If YES, please give further details.	YES/NO
Are you currently receiving treatment for any physical or mental condition?  If YES, please give further details.	YES/NO
Do you suffer from any injury, illness, medical condition or allergy that might affect your ability to perform your duties?  If YES, please give further details.	YES/NO
Do you consider yourself to have a physical, mental or learning disability?  If YES, please give further details.	YES/NO
<p><b>Data Protection Notice:</b>                      The company requires certain information before you start consultancy work, to ensure you will be able to perform the requirements of the job and give reliable service, and to ensure compliance with relevant health and safety regulations. This information is also required in order to establish whether reasonable adjustments may need to be made to assist you in performing your duties, in accordance with the Disability Discrimination Act 1995.</p> <p><b>The information you provide will be treated in the strictest confidence, and used only for the purposes detailed above in compliance with the Data Protection Act 1998.</b></p>	

**I confirm that the information given in this questionnaire is complete and accurate to the best of my knowledge.**

**Signed** .....

**Dated** .....

**Patrick Smith**

You have completed a questionnaire on Mr Smith and elicited the information in italics below. Present the information as a short report. From this ‘word picture’ we should be able to predict his needs for care and equipment.

Do not include any recommendations and do not address the daily living consequences of Patrick Smith’s injuries. Just organise the information you have been given in a professional but succinct manner as if it were forming the background to your recommendations. The exercise can be type written, word-processed or written in longhand.

<b>FUNCTIONAL ASSESSMENT QUESTIONNAIRE</b>
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Name of client?	<i>Patrick Smith</i>	Date of assessment?	<i>19 May 2003</i>
Date of birth?	<i>2 August 1958</i>	Date of accident?	<i>4 August 2000</i>
Age when assessed?	<i>44</i>	Age at time of accident?	<i>42</i>
Injuries?	<i>(r) brachial plexus lesion (r) fractured neck of femur</i>		

<b>LOWER LIMB</b>			
Walking aids?	<i>Only uses stick occasionally “when I go to agricultural show or that sort of thing”</i>		
Walking distance?	<i>Several miles “can keep going all day”</i>		
Standing?	<i>Feel stiff after half hour or so</i>		
Sensory problems?	<i>None</i>		
Gait?	<i>Looked normal at visit but claimant said he walked with a “bit of a limp by end of hard day”</i>		
Scarring?	<i>None</i>		
Prosthesis – describe?	<i>N/A</i>	Problems with prosthesis?	<i>N/A</i>

<b>UPPER LIMB</b>			
Dominant hand – pre-accident?	<i>Right</i>	Now?	<i>Left</i>
Grip/strength?	<i>No grip – complete loss of power right hand</i>		
Fine finger movement?	<i>No fine finger movement</i>		
ROM affected joints?	<i>Can only move fingers passively</i>		
Sensory problems?	<i>Loss of sensitivity to heat/cold/touch ® arm feels dull and heavy</i>		
Scarring?	<i>N/A</i>		
Prosthesis – describe?	<i>Does not use a sling – ® arm flops beside body</i>		

<b>FURTHER CONSIDERATIONS</b>	
Head injury at time of accident?	<i>No</i>
Blackouts/epilepsy?	<i>No</i>
Medical condition pre-accident?	<i>None, very fit</i>
Speech problems?	<i>None, very articulate man</i>
Weight/height exceptional?	<i>6 foot and 12.5 stone</i>
Sleep disturbance?	<i>Says he wakes up early and worries about himself, used to sleep well</i>
Concentration as good as it was?	<i>Not when pain particularly bad</i>
Irritability with family, etc?	<i>Relationship with wife still good, if anything has brought them closer</i>
Effect of accident on family?	<i>None – except financial because has lost job as a result of accident</i>

<b>PAIN INHIBITS FUNCTION? (UPPER LIMB)</b>	
How long have you had the pain?	<i>Since the accident</i>
Has the level of pain remained the same since the accident?	<i>Yes</i>
Does the level of pain vary from day to day?	<i>Yes, seems to be a couple of days a week when particularly bad</i>
Does the level of pain vary during the day?	<i>Worse in morning until he "gets going"</i>
What aggravates the pain?	<i>Cold weather (r) arm being knocked If particularly active day he pays for it next day</i>
What eases the pain?	<i>Analgesics, alcohol!</i>
Pain distribution?	<i>Generated pain throughout arm Acute stabbing pain if knocked but usually dull ache running from shoulder to end of fingers</i>