

Pet&r believes in working in partnership and association with others. If we can't help you we probably know someone who can. Through us we can gain access to Business Consultancy, Health & Safety training, Engineering Consultancy, Health and Social Care experts and Marketing advice. Any associates we use work under our name and we only use people that we trust with our reputation. With a referral you can decide for yourself.

We also act as associates for Claudius Cole Consulting, Symmons Madge and CIPD In-Company Solutions.

Associate profiles

Simon Bray, BSc (Hons), PGCE- Simon is a marketing communications and business professional with more than 20 years' experience in developing and leading multi-disciplined teams to deliver business results, process improvement and award winning marketing campaigns.

In his varied roles he has helped take a government agency into upper quartile performance; controlled multi-million pound budgets for private and public sector companies; introduced process controls and marketing programmes that saved a major plc over £100k a year whilst improving sales per customer by 5%; and led ground-breaking research projects that have revolutionised business planning and performance.

His professional development includes structured leadership programmes with Grattan plc; Government accredited training in areas such as Equality, Fraud Awareness, and Business Excellence; marketing and communications via the Direct Marketing Association; and negotiation skills training with the Institute of Directors.

In addition to his work with businesses, he has developed and delivered bespoke marketing training, business seminars and development sessions for the Direct Marketing Association, SMI International, Huddersfield University, Bradford Chamber of Commerce, and Bradford School of Management.

Simon has been a board member of Bradford Training & Enterprise Council; Chair of the Bradford PR Group; Board Member for the Prince's Trust (West Yorkshire); and Governor of a Further Education College. He now runs his own marketing and communications business, QSMR.

John Wright, LLB, LicCIPD, has been a serving member of the northern region employment tribunal circuit for 15 years. He was a solicitor with Cleveland County Council, a member of NALGO National Executive for 9 years, and UNISON's National Executive for one year. Formerly the Chief Executive of Cleveland Accredited Training Centre, he now combines consultancy with the role of National Vice-Chair of the Federation of Small Businesses.

Like Peter Hammond, he also led the Public Sector Employers Advisory Group to Tees Valley LSC, where he was co-author of the good practice guide "Equality Rules". The DTI and Fair Play at Work awarded him Employer of the Year for Work Life Balance. He was instrumental in ensuring that CATC became the first Investors in People Work Life Balance Champion outside London. In January 2004 John established and is Managing Director of Briscoe Wright Associates Ltd, a company providing training and consultancy in employment law and management systems.

Chris Stewart, IRRV, PMV, MICM. Chris has wide ranging knowledge of local government having worked in revenues and benefits since 1971 in both London boroughs and a District Council and, subsequently, as Head of Revenues Services at the Chartered Institute of Public Finance and Accountancy for nine years until 1997.

He is author of the CIPFA Guide to Council Tax, Tolley's Guide to the Council Tax and a contributor to Tolley's Welfare Benefits handbook and has written many articles for local government journals. He has worked with Government organisations including the Audit Commission and is well known as a lecturer and advisor on local taxation and related issues.

Chris is the managing director of Chris Stewart and Associates. He is an active member and past Chairman of the East Anglian Branch of the IRRV and a member of the Institute of Value Management.

Malcolm Lawson MBA. Cert. Ed. LCIPD has worked in further education and training for over 25 years. He has also been a retained fire fighter for over 20 years on a busy station. He has been working with the Investors in People Standard as a licensed adviser and assessor since 1992, and is currently an international adviser and assessor, developing the Standard in many other countries. Malcolm is also accredited to assess the national Leadership and Management model and Work Life Balance model, both accredited by Investors in People.

He was previously employed as the Workforce Development Manager for Tees Valley Training and Enterprise Council, and then for the Business Link in Tees Valley. For the last 5 years he has been running his own limited company providing human resource development, training and associated assessment services to a wide range of organisations of differing sizes and occupational areas, including the British Army and the RAF.

Malcolm was a British Quality Foundation Assessor for the Business Excellence Model and is currently a registered consultant and assessor for Lexcel, the practice management standard for the legal sector. He was a member of the judging panel for the Tees Valley CIPD Best Practice in HR awards for 5 years, and the Tees Valley Business Link Best Small Business Awards, overall finalists for three years.

Steve Wade has a background in Sociology and is qualified in Occupational Testing at level B from the British Psychological Society. In the past he has worked as part of a team delivering a diversity training programme across the whole workforce of Royal Mail. As part of this he covered bullying and diversity issues for depot staff throughout Parcelforce.

Steve has also delivered an organisation development / management development programme based at Sheffield University, which focuses on strategising, business planning, and management skills. Steve has also worked in South Africa with Excel plc (the world's second largest logistics organisation) on a project in response to major change requirements. This covered virtual team working, corporate responsibility, and cultural diversity. He also trains instructors and coaches for the RAF.

Rosemary Hepworth began Smile Training and Development Consultancy in 1998. Twenty year's experience of customer care, business development and human resource management on three continents had convinced her of the need for training opportunities that would put the fun back into employment. Her dream was that people should be empowered by the work they do, be able to use their creativity and talents to the full and should actually look forward to coming to work each day! The concept of Smile, an innovative training and development agency was born.

Rosemary was well qualified for the role of director. A BA Hons graduate in Human Resource Management, her experience had taken her into virtually all areas of the service industry and her past roles included responsibility for British guests at Holiday Inns, Florida, USA; Human Resources Officer at two city hospitals in Perth, Western Australia; and Training and Development Officer for a Perth hospitality company. She returned to England as General Manager of a conference centre in Norwich, but her love of training and her need for a new challenge soon brought her back to her original home in the North East and to Smile.

Since then, every day at Smile has brought something new and Rosemary is more than ever committed to her own development and to the development of her profession. She is now a Licensed Business Practitioner of Neuro-Linguistic Programming through McKenna Breen Limited, a full member of the Chartered Institute of Personnel and Development, a member of the Tees Valley Committee and a Member of the Hotel and Catering International Management Association. She is also a Director of Northern Community Training Ltd.

Rosemary's aims for Smile are high. She believes that the company should give something back to the local community; she ensures her company always gives a percentage of its gross income to the NSPCC. She has also helped to deliver peer mediation programmes to school children in the North East, teaching them to become mediators themselves. She is committed to maintaining the highest professional standards and, because experience is one of the best ways of learning, she aims to provide all her clients with first hand experience of excellent customer care.

"Customer Care is the key to success of every organisation. My aim is to ensure that everyone I work with experiences this first hand through the service offered by Smile. This is the most powerful and effective learning experience I can offer."