

To Whom it May Concern	From:	Rob Wolfe. Local Taxation and Benefits Manager
	Date	30 th April 2010

Simon Bailey.

Simon worked as an interim Principal Revenues and Benefits Officer from January to April 2010. The reason for the placement was to backfill for the time spent by myself and other members of my revenues and benefits management team, working on shared service justification with a neighbouring authority.

As a consequence of the nature of the placement Simon needed to operate in all areas of revenues and benefits including fraud and systems control. Simon did not only cover for the absence of our managers but also brought expertise and experience to the team which helped us to develop our service in a number of areas.

In particular Simon contributed the following to our service:

- Development of a Business Justification for introducing homeworking into our Benefit service.
- Drafting of procedures to help us to implement homeworking.
- Development of a "KLOE" action plan to help us demonstrate our compliance with Audit Commissions Key Lines of Enquiry.
- Issues Invitations to Quote from leading suppliers of E-forms solutions.
- Creation of a Document Retention Policy, incorporating management of paper and electronic data.
- Drafted policy documents regarding the issuing of Insolvency and Charging Orders.
- Helped us to review some of our recovery notices.
- Helped us to significantly improve the content of our website, particularly in the Benefits area.
- Handled Formal Complaints.
- Authorised benefit fraud sanctions.

Simon's friendly and approachable style made him popular with, and earned the respect of, colleagues within our department and from the other departments that he liaised with during his time here.

I would have no hesitation in recommending Simon for similar placements elsewhere.

Rob Wolfe.
Local Taxation and Benefits Manager.

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