



FAREHAM BOROUGH COUNCIL

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www.fareham.gov.uk

DIRECTOR OF FINANCE
AND RESOURCES
Carol Bolton

TO WHOM IT MAY CONCERN

Your Ref.:

Our Ref.: CRB/CLB/Personal/Simon
Bailey

Contact: Carol Bolton

Ext.: 4310

Date: 23 February 2006

Dear Sir/Madam

REFERENCE FOR SIMON BAILEY

I am very pleased to provide a reference for Simon who has worked directly for me for approximately two years. He was taken on as the interim Head of Benefits at a time when the performance of the service was unsatisfactory, despite ongoing efforts to improve, it was proving difficult to sustain the improvements made. Within a year of joining the Council, the Benefits performance indicators moved from third and fourth quartile to first and second quartile and this has been consistently sustained since then.

Throughout his time here, Simon has regularly reported on performance at our departmental management team, the Chief Executive's Management Team and to Members. He has proved to be an excellent and experienced manager who has achieved the improvements through a wide range of initiatives which have resulted in improved staff morale and better relationships with other departments as well as improved performance.

These initiatives included drawing up, gaining approval and implementing a restructure of the Benefits Section which improved work flows, career progression and performance management. In addition, he successfully bid for project funding from the DWP which allowed us to introduce mobile working and other service improvements at no additional cost to the Council.

He also developed good working relationships with other managers in the Council which facilitated, for example, systems improvements, better liaison with the Council Housing and Homelessness sections and improved landlord relationships.

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In short, Simon was set a number of challenging objectives, all of which he has successfully achieved.

I would, therefore, have no hesitation in recommending Simon to you, based on my experience of working with him over the last two years.

Yours faithfully



Carol Bolton IPFA
DIRECTOR OF FINANCE AND RESOURCES