



# *Borough of Oadby & Wigston*

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## **Directorate of Resources Revenues and Benefits Division**

To whom it may concern

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Please ask for: Mrs S Fowler

Direct Line: 0116 257 2713

Our ref:

Your ref:

10 October 2005

### **Re: Simon Bailey, Iscas Ltd**

Simon Bailey was retained by OWBC from January - April 2002 as interim Revenues Manager and Pericles Project Manager, and then solely as Project Manager for the implementation of the Anite Pericles integrated Revenues & Benefits software.

The project was difficult and complex from the outset due to the well documented problems with the Pericles software. Despite these constraints Simon managed the project in a professional and conscientious manner at all times.

He completed an initial risk assessment and kept this revised and updated throughout the life of the project. He monitored the project plan and maintained contact with the Anite project manager at all times. He ensured, wherever possible, that the priorities of OWBC overrode those of Anite, and was forceful in this objective when necessary.

Simon managed the project by attending OWBC 4-8 days a month. He always left a task list of what needed to be done before his next visit, which included updates on what had been completed, and also assigned responsibilities for new tasks. If we met any problems between visits Simon was always available by telephone or e-mail, and gave considerable time in this way at no additional cost.

OWBC was the first site to implement the Pericles benefits software by manually data loading all claims, as it was not possible to convert data from our existing system to Pericles. With Simon's agreement, OWBC had made a decision not to implement the benefits software until at least 2 other sites were using it in a live environment. This was to protect the Council from the risk of implementing software not capable of delivering the benefits service.

This criterion was met by Autumn 2004 and the OWBC benefits data load implementation commenced after annual billing for 2004/2005, and was completed by June 2005. Simon remained working on the project until September 2005 to resolve post live issues.

Simon maintained good working relationships with all other members of the project team and his IT skills, coupled with his considerable expertise in the area of Housing and Council Tax Benefit, provided an invaluable resource in ensuring a successful outcome of the project.



INVESTOR IN PEOPLE

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OWBC would be pleased to retain Simon for future projects, and have no hesitation in recommending him as a responsible, reliable and knowledgeable consultant.

I would be happy to provide further detail on Simon's involvement with the Pericles project should it be requested.

Sue Fowler  
**Revenues & Benefits Manager**