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Dear Sir/Madam,

**Re: A Reference for Ian Barclay (Client Finances)**

I was asked a few days ago to write a character reference for Ian. I have not worked at Oldham since April 2021, so this would have been the last time that I had the pleasure of working alongside Ian. We worked together for around 10 years prior to this.

Overall, that time, Ian had a positive work ethic and a very dedicated attitude and commitment towards work. Of myself he was always very respectful and fair. For many of the years that we worked together we were very short staffed, but he always took on his fair share of the workload. He was the sort of person that took pride in his work and if he had a job to do, preferred to do it well, once, and correctly.

Most of the time he went above what was on our job description, and Ian did this without complaint to ensure that the department worked seamlessly and maintained accuracy, and good customer liaisons, even with some of the more difficult clients.

He was in his element when part of his role included debt collection as he had a way with some of the more difficult clients and was able to establish a rapport which did bring in substantial payments towards the outstanding debt at the time.

He was asked during Covid to support some of the Social Work Teams in Royton Wellbeing, when they were extremely short staffed and did so without any complaint.

So, in summary I found Ian to be a dedicated, motivated and valuable member of our team.

If you have any questions, please do not hesitate to contact me.

Yours faithfully

K Worroll

Karen Worroll