

CHARACTER REFERENCE 1

To whom it may concern,

I have had the pleasure of working with Ian for a number of years. I have always found him to be very professional, supportive and a knowledgeable colleague. He has supported me several times when patients have been concerned how much they will have to pay, or if they could afford to pay for services both at home and in residential care. I have also had the pleasure of visiting a residential care home with him. This was to support a lady I was working with, who had some savings and had a house to sell. She was so anxious and needed to understand the process regarding her finances. Ian was so kind and understanding clearly explaining everything. This reduced her anxiety and enabled her to enjoy her placement. If I ever need advice Ian is my first port of call as he is a fountain of knowledge.

Kind regards

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Oldham Cares brings together Oldham Council, NHS Oldham CCG and other health and social care providers in an Alliance to share skills, experience, talent and resources to deliver a better care experience for all

CHARACTER REFERENCE 2

To whom it may concern:

I have known Ian in a work context for many years and have found him to be unfailingly professional and supportive throughout that time. Ian has an impressive depth of knowledge about his area and has the ability to communicate difficult technical information clearly and in a way which is accessible even to layman such as myself. He has always been happy to provide assistance when asked, even when doing so is not his direct responsibility and has often volunteered to take ownership of difficult cases, something which I have greatly appreciated as it has allowed me to feel secure in the knowledge that essential work will be attended to promptly and with great skill. In addition to his technical prowess, I have always found Ian to discharge his duties with compassion and with a clear commitment to the best interests of the citizens whom we both serve. He shows great sensitivity to the emotional condition of the people that we work with and treats them as individuals rather than simply parts of a process. He understands the anxiety that people feel when they are going through difficult periods in their lives, as the people who we see almost invariably are, and goes out of his way to minimise this. His patience is exemplary. I know that I am not alone in treating Ian as my first port of call when I encounter a situation that lies beyond my own area of professional competence and he has been equally kind and gracious on every occasion, even when I am sure that the answer to my question must have appeared blindingly obvious to him. I have no hesitation in saying that he is everything that one could possibly hope for in a colleague and that, without him, my own job would be much more difficult.

Kind regards,

Jon

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