

BENEFITS CUSTOMER SATISFACTION SURVEY

ANALYSIS OF QUESTIONNAIRES AND RESPONSES

Number of returned Questionnaires	758
Number of Questionnaires sent out	1,090
Response Rate	69.5%

1. Did you make your last claim for benefit direct to the Council or to a 'ONE' office?

COUNCIL	515	84.2%
'ONE'	97	15.8%

A. ACCESS - GETTING IN TOUCH

2. Please indicate whether you agree or disagree with each of the following statements about your last benefit claim:

	Strongly Agree & Agree	Strongly Disagree & Disagree
a) My local office is in a convenient place	50.4%	23.9%
b) The opening hours are NOT convenient	20.3%	41.1%
c) They try to sort things out on the telephone so that you don't have to go to the office	68.1%	9.6%
d) I was given the name of a person to contact about my claim	47.1%	23.3%
e) Overall, I am satisfied with the facilities to get in touch with the benefits office	77.8%	7.4%

B. IN THE OFFICE

3. Did you go to your local office when you made your most recent claim?

YES	NO
35.5%	64.5%

4. Please indicate whether you agree or disagree with each of the following statements about your last benefit claim:

	Strongly Agree & Agree	Strongly Disagree & Disagree
a) I waited a long time before I saw the person dealing with my claim	13.2%	71.9%
b) I was able to talk with this person in a private place	81.3%	10.1%
c) The office was clean and tidy	92.7%	1.6%
d) There are NOT enough seats	12.1%	66.7%
e) Overall, I am satisfied with the service in the actual office	86.6%	3.6%

C. ON THE PHONE

5. Did you telephone your local office when you made your most recent claim?

YES	NO
48.5%	51.5%

6. Please indicate whether you agree or disagree with each of the following statements about your last benefit claim:

	Strongly Agree & Agree	Strongly Disagree & Disagree
a) When I last phoned the benefit office it did NOT take place to be answered	76.8%	14.2%
b) I was passed around from one member of the staff to another	21.0%	63.0%
c) I did NOT wait long on the phone whilst my query was being dealt with	74.9%	12.5%
d) It was difficult to contact the right member of staff by telephone	19.6%	58.7%
e) Overall, I am satisfied with the service in the telephone service	81.0%	7.8%

D. THE STAFF

7. Please indicate whether you agree or disagree with each of the following statements about your last benefit claim:

	Strongly Agree & Agree	Strongly Disagree & Disagree
a) Staff were polite and friendly to me	85.8%	1.9%
b) Staff did NOT always seem to know what they were talking about	14.9%	59.8%
c) Things were explained clearly in a way I could understand	71.5%	8.3%
d) I felt that I could NOT ask questions	6.7%	69.0%
e) Staff always seemed to be in a rush	11.5%	63.2%
f) Staff did treat me with respect	71.6%	10.0%
g) Overall, I am satisfied with the staff in the benefits office	81.1%	4.2%

E. FORMS

8. Please indicate whether you agree or disagree with each of the following statements about your last benefit claim:

	Strongly Agree & Agree	Strongly Disagree & Disagree
a) The form itself was difficult to fill in	32.5%	43.5%
b) It did NOT take too long to fill in the form	56.2%	26.2%
c) The notes and/or leaflets which came with the form were helpful	66.8%	9.8%
d) The letters they send you about your claim are difficult to understand	29.5%	47.9%
e) Overall, I am satisfied with the clarity and understandability of the forms, leaflets and letters	63.1%	16.4%

F. SPEED OF SERVICE

9. Overall, I am satisfied with the amount of time it took them to tell me whether my claim was successful.

Strongly Agree & Agree	Strongly Disagree & Disagree
66.0%	21.3%

G. SUCCESS OF CLAIM

10. Was your claim successful or unsuccessful?

Successful	Unsuccessful
93.0%	7.0%

H. ABOUT YOURSELF

11. Are you Male or Female?

Male	Female
44.6%	55.4%

12. What was your age on your last birthday?

Under 20	14
21 - 30	62
31 - 40	97
41 - 50	60
51 - 60	81
61 - 70	112
71 and Over	300

13. Which of these activities best describes what you are doing at present? (please only tick 'looking after the home' if this is your main activity and none of the other options apply).

a) Employee in full time job (30 hours plus)	49	5.9%
b) Employee in part-time job (under 30 hours)	56	6.8%
c) Self employed full or part-time	20	2.4%
d) On a government supported training programme (eg. modern apprenticeship/National Traineeship/ Training for Work/Adult training)	5	0.6%
e) Full-time education at school, college or university	4	0.5%
f) Unemployed and available for work	40	4.8%
g) Permanently sick/disabled	107	12.9%
h) Wholly retired from work	279	33.7%
i) Looking after the home	198	23.9%
j) Doing something else	71	8.6%

14. What is/was your occupation - See Appendix 1

15. Do you have any long-standing illness, disability or infirmity?

(long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

YES	NO
47.2%	52.8%

16. Does this illness or disability limit your activities in any way?

YES	NO
90.7%	9.3%

17. Which of these groups do you consider you belong to?

	Base	Grid Table		
		White and black Caribbean	White and black African	White and Asian
Base	732	729	3	-
		99.6%	0.4%	-
a. White	728	725	3	-
		99.6%	0.4%	-
Any other White background (please write in)	2	2	-	-
		100.0%	-	-
b. Mixed	-	-	-	-
		-	-	-
Any other mixed background (please write in)	-	-	-	-
		-	-	-
c. Asian or Asian British	-	-	-	-
		-	-	-
Any other Black background (please write in)	-	-	-	-
		-	-	-
d. Black or Black British	-	-	-	-
		-	-	-
Any other Black background (please write in)	-	-	-	-
		-	-	-
e. Chinese	-	-	-	-
		-	-	-
f. Other ethnic group (please write in)	2	2	-	-
		100.0%	-	-

Is there anything that you would like to add? - See Appendix 2 for full details.

WHAT IS/WAS YOUR OCCUPATION?

M/C OPERATOR	LUNCH TIME SUPERVISOR	FRUIT PICKER
PRODUCTION OPERATIVE (TEMPORARY)	PROJECT MANAGER	PUBLICAN
PROCESS OPERATOR	FITNESS INSTRUCTOR	SALES ASSISTANT
SERVICE ENGINEER	FACTORY WORKER	MOTOR AND AGRICULTURAL ENGINEER
ACCOUNTS CLERK	CRECHE ASSISTANT	BUCKLER ON A MACHINE
ELECTRICIAN	SALES MANAGER	NURSING AUXILLIARY
LICENSEE	SERVICE ADVISER/RECEPTION AT GARAGE	HEMOCARER
WINDOW FITTER	FARMER	HOUSEWIFE
MACHINE OPERATOR	SALES ASSISTANT	CARPENTER
WAREHOUSEMAN	SECRETARY	HOUSEWIFE
ENGINEER	LLOYDS UNDERWRITER/BROKER	PLUMBER/HEATING ENGINEER
PAINTER AND DECORATOR	KITCHEN PORTER	LICENSED VICTUALLER
SELF EMPLOYED	BOOK KEEPER	ACCOUNTANT
NURSE	SHOWROOM ASSISTANT	SHOP MANAGER
HOUSEWIFE	DRESSMAKER	COACH DRIVER
ADMIN MANAGER	HOUSEWIFE - WIDOW.	WINDOW CLEANER
RE-TRAINED FOR ELECTRONICS	ACCOUNTS ASSISTANT	TOFFEE MAKER
WHOLESALE GROCERS BOOK-KEEPER	WHEN UNEMPLOYED TROUBLESHOOTER	CADBURYS
ELECTRICAL ENGINEER.	PART-TIME TELEPHONIST	SELF-EMPLOYED CLOTHING RETAILER
FABRIC INSPECTOR	TYPIST	LORRY DRIVER LAST EIGHT YEARS VAN DRIVER.
BRICKLAYER	ADMIN ASSISTANT	TRANSPORT FOREMAN
PAINTER AND DECORATOR	LORRY DRIVER FITTER	LANDWORK
LIVING AT HOME	HGV DRIVER	PAINTER & DEC
WAR PENSIONER	ENGINEER AND TRUCK DRIVER	CARE ASSISTANT
SHOP ASSISTANT	BUTLER	HOUSEWIFE
DRESSMAKER	WAREHOUSE OPERATIVE	DID HOUSE WORK IN LARGE HOUSE
DEPUTY SUPERVISOR MARKS & SPENCER	MARINE PATTERN MAKER	HOUSEWIFE/MOTHER
FACTORY WORKER	FREELANCE GROOM	RETIRED WIDOW
BUILDERS MERCHANT	RETAINER	CLERICAL OFFICER
NURSE	RESEARCH TECHNICIAN/NOW HOMEMAKER	FRUIT FARMOWRKER ABOUT 15 YEARS AGO
WAREHOUSE WORKMAN	PENSIONER	FACTORY WORKER (HARRIS)
DOMESTIC FORESTRY WORKER & ENGINEERING DURING WAR	WOOD MACHINIST	SEWING MACHINIST

M/C OPERATOR CAV	ENGINEER	RETIRED
HOUSEWORK & HOUSEWIFE	SALES	BOOKSELLER
CANNON RUBBER FACT	CLEANER	HOUSEWIFE
ADMINISTRATION MANAGER	PUBLICAN	MACHINE OPERATOR IN PLASTIC FACTORY
WAGES CLERK	JOINER WHEN WORKING	CARPENTER
	WINDOW CLEANER	RETIRES SSE NURSE
LABORATORY TECHNICIAN	HOUSEWIFE	LAND ARMY
	HOMECARE	SINGLE MOTHER
WAITRESS	SHOP ASSISTANT	INSPECTRESS
HOUSEWIFE	BUTCHER	SUPERVISOR
HOUSEWIFE	LADIES & GENTS HAIRDRESSER	AMUSEMENT ARCADE WORKER
SALESLADY	STOREMAN	UP TO THE DEATH OF MY HUSBAND IN 1983 LOOKED AFTER HOME
SHOP ASSISTANT	HOUSEWIFE	FACTORY WORKER (BXPLASTICS)
HAIR PROCESSOR	AMBULANCE CARE ASSISTANT	COOK & WAITRESS
DRIVING INSTRUCTOR	SHOP ASSISTANT	ENGINEERING STOREMAN
RIGGER	SHOP MANAGER	NEVER WORKED SINCE MARRIED
STOREKEEPER(RETIRED)	LANDLORD OF PUB	WASTE DISPOSAL LORRY DRIVER
VANDRIVER (WAR), SHOP ASSISTANT, MACHINIST	HOUSEWIFE	DELIVERY DRIVER
PURCHASING MANAGER	HOUSEWIFE & MOTHER	SCHOOL CLEANER ETC
CARER TO HUSBAND	CARPENTER	DOMESTIC ENGINEER
RETIRED	HOUSE FATHER	HGV DRIVER
BAR CELLAR MAN	PRODUCTION OPERATOR	HOUSEWIFE
HOUSEWIFE	MANUAL WORKER	HOUSEWIFE
GARDENER/PAINTER/LANDS CAPE	PICTURE RESEARCH FOR PUBLISHERS	BRICKLAYER
ENGINEER	POST OFFICE COUNTER ASSISTANT	CHANGE OVER SETTER
SELF EMPLOYED HIFI CONSULTANT	MINE WAS A BAR SUPERVISOR	MANUAL/FACTORY WORKER
GARDENER	SHOP ASSISTANT	FOREMAN GARDENER WAVENEY DISTRICT COUNCIL
DRIVER	MACHINIST	CLEANER
AGRICULTURAL CONTRACT	HOUSEWIFE	CLERICAL OFFICER NCB
ADMINISTRATION	PUBLIC RELATIONS	HOUSEWIFE
INSURANCE CLERK	DIESEL ENGINEER	ADMINISTRATION MANAGER
CHARTERED QUANTITY SURVEYOR	HOUSEWIFE	RAF WATTISHAM
PRODUCTION OPERATIVE	DEMOLITION	DECORATOR
RETIRED	INSURANCE D/M	BRANCH MANAGER
FACTORY HAND	RETIRED	MUM
RETIRED AIRCRAFT FITTER	ENGINEER	SECRETARY

SENIOR AUDITOR BRITISH RAILWAYS SOUTHERN REGION	HAS NOTHING TO DO WITH YOU	CARPENTER
SECRETARY	AGRICULTURAL MACHINERY OPERATOR	PLASTIC PRINTER
PACKER	BRICKLAYER	HOUSEWIFE
CHARGEHAND	DEPT ENVIRONMENT PSA	TECHNICIAN
ELECTRICIAN	SALES CONSULTANT	FARM WORKER
SECRETARY	SUB-POSTMISTRESS	SALES ASSISTANT
FITTER WELDER	NURSING AUXILIARY	HOUSEWIFE
SECURITY OFFICER	FULL TIME MOTHER	CARING
HOUSEWIFE	HOUSEWIFE	ANGLIAN WATER RIVER MAINTENANCE
MACHINE OPERATOR	PLASTIC WORKER	POST PERSON
BUILDERS LABOURER	HORTICULTURAL INSPECTOR AT BABERGH	PAINTER AND DECORATOR
GENERAL MANUAL EMPLOYMENT	CARPENTER	THE GAINSBOROUGH SILK WEAVING CO LTD
BOOK KEEPER	CLERICAL ASSISTANT	CALOR GAS FILLER
STATE REGISTERED NURSE	SHIPPING CLERK	NURSE
OFFICE JUNIOR	CARETAKER/CLEANER	WAREHOUSE MANAGER
HOUSEWIFE	MY LAST JOB WAS AS A JEWELLERY ENAMELLER BUT I HAVEN'T WORKED SINCE THE 1970S.	NURSING ASSISTANT
PLASTERER	VARIED	MARKETING MANAGER
RETIRED	FULL-TIME MUM.	DRIVER OR CABLE INSTALLER
HOUSEWIFE	BOOK KEEPER/SHOP ASSISTANT	MACHING OPERATOR
SHOP ASSISTANT	SUBSCRIPTIONS MANAGER	STOKER/NAVY
HOUSEWIFE	PLANT OPERATOR	FARMER
RECEPTIONIST	GPO TELEPHONIST (CONTINENTAL PHONES)	BRICKLAYER
FULL TIME MOTHER	SHOP ASSISTANT	LOOKING AFTER MY CHILDREN
HOUSEWIFE	IMPORT/EXPORT CLERK	CHEF COOK
WELDER	WAGES CLERK	CHEMICAL PROCESS WORKER
MACHINE TOOL SETTER	CHEMICAL OPERATOR	CLEANER
OFFICE WORKER	BAR AND KITCHEN ASSISTANT	BRICKLAYER
PACKER	NURSE	WHAREHOUSE PERSON
HOUSEWIFE	PART-TIME CASUAL WORK	LOOKING AFTER HOME
CASHIER	COMPLIMENTARY THERAPIST	SALES MANAGER - PUBLICAN
POSTMAN	HOUSE HUSBAND FOR 10 YEARS	INSURANCE CLERK
PROPERTY MAINTENANCE	DID NOT WORK	HOUSEWIFE
BRITISH RAIL ENG	FACTORY SUPERVISOR	ALL SORTS OF WORK
CARER	TRAINED NURSE - R.G.N.	HOUSEWIFE/MOTHER
MIDWIFE	PACKER	PROCESS WORKER
SHOP ASSISTANT	FACTORY WORKER	HOUSEWIFE

SILK THOWSTER	STORE MAN	NURSERYMAN
CANTEEN LABOURER	COACH DRIVER	COMPANY DIRECTOR
LORRY DRIVER HGV CLASS I	PROCESS WORKER	PLAYGROUPE ASSISTANT - 7 HOURS PER WEEK
HAVEN'T WORKED FOR YEARS	MOTHER/HOUSEWIFE	LANDLORD
FLTD	CATERING MANAGERESS	COMMUNITY CARER
MEDICAL SALES	CARPENTER	HAS NOTHING TO DO WITH YOU
CIVIL ENGINEER	AREA MANAGER	GENERAL MANAGER (GRAPHICS)
GARDENER	VETERINARY NURSE	BANK CLERK
DENTAL NURSE	CARING	HOTEL RECEPTIONIST
HOUSEKEEPING	AVIATION POLICY TECHNICIAN (INSURANCE)	CLERICAL OFFICER
DIRECTOR OF GUNNEL TRAVEL SERVICE	TEACHER	RETIRED
FARM WORKER/ ENGINEER/ BUILDER	KITCHEN ASSISTANT	MARKET RESEARCH
RETIRED	H.G.V.DRIVER	FILM/OPERA PRODUCTION DESIGNER
FIELD STAFF WITH FOUNTAIN	CALL CENTRE OPERATOR	CLEANING SUPERVISOR FOR MY PARTNER
BUILDER	PICKER/PACKER	FABRICATOR
HOUSEWIFE/MOTHER	SALES	HOUSEWIFE(MOTHER)
CARPENTER	MOTHER	CONSTRUCTION
FULL TIME WAITRESS	FACTORY WORKER	PA/SALES
DOMESTIC SEVANT,ORCHARD WORKER	BOOKKEEPER	OFFICE WORKER
CIVIL ENGINEER	CONSULTANT	GROUNDWORKER
SECRETARY	SECRETARY	TAXI DRIVER
PORTER CONTROL STOCK (ARGOS)	PAINTER DECORATOR/ GENERAL HANDYMAN	WAS WORKING CARPET FACTORY
GROUND WORKER	DEMOLITION CONTRACTOR	BUTCHER
DRIVER	DESIGNER	BOOKKEEPER CASHIER
CLEANER	OAP	HOUSEWIFE/CARER
FACTORY WORKER	DRIVER,SPRAYER,BAKER,CO PPIPING,ETC	BARBER
FARMWORK	MACHINE SETTER	SELF EMPLOYED(OWN BUTCHERS SHOP)
HOUSEKEEPER	WAREHOUSEMAN	CHEF
MECHANICAL ENGINEER HND	BINDERY ASSISTANT	NURSING
HOUSEWIFE	BAR PERSON	SELF/EM LOOSE COVER MAKER/PT CARER
RETIRED ENGINEER	I AM A CARE WORKER	SEASONAL WORK
CLEANER	HOUSEWORK	T V ENGINEER DRIVER
COMPUTER ENGINEER	COLLEGE STUDENT	BUILDING CONTRACTOR
PAINTER/DECORATOR	FILING CLERK(SUPERVISOR)	MACHINE OPERATOR
PRINTER	PREVIOUSLY OFFICE/CLERICAL WORK	POST OFFICE COUNTER ASSISTANT
PAINTER & DECORATOR	DIE CASTOR	PACKER

TEXTILE OPERATIVE	FORECOURT CASHIER	HEALTH CARE ASSISTANT
	SALES ADMINISTRATOR	SUPERVISOR/MANAGER CALL CENTRE
VIDEOPRINT CLEANROOM	DRIVER	CLEANER
RECEPTIONIST	CABINET MAKER	CONTRACTORS PLANT FITTER/WELDER
CLERK	PIPELAYER	DRIVING/S ENG/WOODWORK
PACKER	DOMESTIC SERVANT	OFFICE WORKER
TEMP	RETIRED	HOSPITAL DOMESTIC
SUPPORT ASSISTANT	LANDSCAPE GARDENER	FACTORY OPERATOR
I AM SICK MANIC DEPRESSION	SHOP ASSISTANT	CLEANER (PARTTIME)
SEAMSTRESS	FRUIT FARM WORKER	FARM WORKER
CLERK	PLANT FITTER	ASSISTANT HOUSEKEEPER
INJECTION MOLDING M/C OPERATOR	MECHANICAL ENGINEER	SCHOOL MEALS SUPERVISOR
PARTSMAN AT LOCAL GARAGE	BAR SUPERVISOR	RECEPTIONIST
FARM WORKER	CARPENTER	RETAIL MANAGERESS
FACTORY HAND	SUPPORT WORKER	CNC MACHINIST
SCHOOL CARETAKER E.BERGHOLT C P	CLERICAL/SHOP ASSISTANT	PUBLICAN
CLEANER	FACTORY WORKER	MUSICIAN/MUSIC TEACHER
STUDENT AT LAW	MACHINE OPERATOR	HOUSEWIFE
RETIRED RAF OFFICER	DOMESTIC	HOUSEWIFE
DRIVER	MOTHER	SALES ASSISTANT
ODD JOBBER	CLEANER	HOUSEWIFE
HAIRDRESSER	PLUMBER	BRICKLAYER
FITTER WELDER	INSTRUMENT TECH.MECH.ENGINEER	HOUSWIFE
PLANT OPERATOR	SALES & MARKETING MANAGER	SALES RECEPTIONIST
ARTIST/TEACHER	CASHIER	DIGGER DRIVER AND GROUNDWORKER
COOK/HOUSEKEEPER	PAINTER/DECORATOR	RIG MANAGER
HOUSEWIFE	SECRETARY/ ASSISTANT TO ACCOUNTANT	DIGITAL PRESS OPERATOR
BURSARSHIP - FLATFORD MILL	SALES ASSISTANT	BOOKKEEPER
DIRECTOR	SHOP ASSISTANT	GUITAR TEACHER
FARMER	TELESALES	TYPIST/OFFICE WORK
CUSTOMER ASSISTANT	HOUSEWIFE, PARTTIME AT LOCAL SCHOOL	LOCAL GOVERNMENT OFFICER
NONE	PICTURE FRAMER(MAKING THEM)	CHEF
FIRST CLASS COOK	RAILWAY EMPLOYEE	CARER
MACHINE SETTER	CATERING ASSISTANT	CLEANER
CORROSION ENGINEER	SELF EMPLOYED BUILDER	GIFT BUYER
WAS COUNCIL WORKER HIGHWAYS S.C.C.	HGV I DRIVER	SELF EMPLOYED
GENERAL ASSISTANT IN	HOUSEWIFE	FORK TRUCK DRIVER

SUPERMARKET		
HEALTH CARE ASSISTANT	LOOKING AFTER THE HOME	MACHINE OPERATOR
CLEANER	TELEPHONE RECEPTIONIST	FARM WORK
SURVEYOR	SALES CLERK	HOUSEWIFE
(LAST?) FACTORY YARDMAN	DECORATOR	PLASTERER BUILDING
HOMEWORK,SHIFT STACKER,SHOE FACTORY	OFFICE CLERK/TYPIST	DRIVER
FACTORY WORKER	AGRICULTURE WORKER	SHOP ASSISTANT, HOUSEWIFE
ROOFTILER	MEDICAL ELECTRONICS FOREMAN/CHARGE	KITCHEN ASSISTANT AT SCHOOL
DECORATOR	GARDENER	PAINTER & DECORATOR
ODD JOBS	ADULT TRAINING	KITCHEN ASSISTANT
STOREKEEPER	DRIVER	H.G.V.DRIVER(1)
SHOP MANAGER	SECRETARY IN FAMILY BUSINESS	DISPENSING OPTICIAN
TEACHER/TEACHER TRAINER E.F.L.	FLORIST/SHOP ASSISTANT	HAIRDRESSER
HOTEL WORKER	UNEMPLOYED	SHOE MANUFACTURER
TEXTILE PACKER	PURCHASE LEDGER	BRICKLAYER
FACTORY WORKER	KITCHEN ASSISTANT	HAIRDRESSER
IT ADMINISTRATOR	ELECTRICIAN/TURKEY PROCESSOR	CHIROPODIST
SIGN LANGUAGE COMMUNICATOR	CARE ASSISTANT	FURNITURE DESIGNER/MAKER/ RESTORER
SELF EMPLOYED ILLUSTRATOR AND PART TIME RELIEF LIBRARIAN	FITTER	H G V DRIVER
SCIENCE TECHNICIAN	ELECTRICAL ENGINEER	CLEANER
HOUSEWIFE/HAIRDRESSER	HOUSEWIFE	H-COOK
PARISH CLERK	RELIEF SHELETERED HOUSING SCHEME MANAGER	HOUSEWIFE
HOME HELP	CLERICAL/ADMINISTRATING	ACCOUNTANT
WAREHOUSE FOREMAN		HEALTH CARE ASSISTANT
CIVIL SERVANT	CALL CENTRE CLERK	TRACTOR DRIVER/PIPE LAYER
HEALTHCARE ASSISTANT	SALES ASSISTANT	FARMWORKER
CUSTOMER ASSISTANT	SCRAPMETAL DEALER	HAIRDRESSER
HOUSEWIFE	STONEMASON	CLERK
WAS SHOEMAKER BESPOKE		

IS THERE ANYTHING THAT YOU WOULD LIKE TO ADD?

I was an Industrial Chemist before being made redundant. Now working as a temp. while searching for suitable employment.
No.
I don't have to phone the Council very often but when I do they are very helpful and considerate.
Wife Carer
We have always been satisfied with Babergh Council. Everyone has always been very helpful and pleasant whatever we have needed.
I think the Benefits system is unjust. When we needed help and was struggling we got none.
I was notified by post regarding my Council Tax.
Local Office (Gaol Lane) lost and didn't pass on my claim forms when handed in. No-one notified me that the claim had lapsed. When sorted the Council wasted three different lots of postage, and even then didn't get it right! These forms are a waste of time and money.
Diabetic
The name is HOWE not HONE
Parking at the Claims Office is very limited and I cannot recall any disabled parking spaces.
Please could you ell me, do you et any allowance off when you have got two children class as disabled, one with chronic asthma and a tremor and one with lupus. This is just information in case my husband gets a job. I ;would like to know please.
This form has been filled in with Council in mind. If you wish to know about the Social Security Benefits Office I am sorry to say it is a completely different story.
Mum-in-law is unable to answer questionnaires. We ensure that paperwork involving Council ec. is completed - but she could not directly contact yourselves without help.
Scottish. Babergh much to be desired.
The length of time taken to process application was far too long.
My claim was dealt with whilst you were changng your computer system which took a lot longer than normal. Please note my surname is HONEYWOOD, not HOLEYWOOD
I receive discount on Council Tax which is dealt with automatically. Would suggest this could be dealt with before payments start. Would save confusion after payments have started.
I am grateful for all the Benefits I am receiving. It is so nice to be able to pay my Carers.
Too too long to fill in form and too long getting back to me. Did not think it right I was unsuccessful.
On my own had my house done up about 3-1/2 years ago on the home care, with bathroom, inside toilet, central heating, new sink, worktop in kitchen, new front door and decorated. Was in hospital Bury St Edmunds, 11 weeks. Papworth for tests had a bronchialostophy and biopsy about 3 weeks. Cause of illness - pneumonia.
A system that could tell if you are eligible over the phone or income base would reduce paperwork time and cost considerably.
List of money I pay out does not include my yearly water, etc. bill?? The list of questions my wife and myself are expected to answer each year by the Babergh District council are totally biased against the individual!! Giving in one hand and taken out by the other. A mass of questions expected to be answered by people over eighty years of age.
ALTHOUGH I UNDERSTAND BENEFIT FRAUD MUST BE COMBATED, I FEEL THOSE OF US ON LONG TERM DISABILITY ARE NEEDLESSLY HARASSED BY CONTINUALLY HAVING TO FILL OUT FORMS EVERY THREE - SIX MONTHS
I CANT UNDERSTAND WHY I HAVE BEEN SENT TWO FORMS TO FILL IN WITH QUESTIONS THE SAME
FILLED IN FORM FOR COUNCIL TAX PHONED FOR ROOF INSULATION
A LOCAL OFFICE IS REQUIRED, AS IF YOU HAVE NOT A CAR. YOU CANT ATTEND HADLEIGH OFFICE WITH ALL DOCUMENTS REQUIRED.
IT TOOK SEVERAL WEEKS TO PROCESS OUR CLAIM. DURING THIS TIME WE HAD TO

SEND VARIOUS PAPERS ETC 2 OR 3 TIMES A (EG BENEFITS BOOKS)
YOUR STAFF WERE VERY HELPFUL AT THE TIME OF ASKING FOR BENEFIT I HAD JUST LOST MY HUSBAND AND HAD VERY LITTLE EXPERIENCE OF HANDLING THESE AFFAIRS
I ONLY CLAIM COUNCIL TAX BENEFIT BY POST
I ALWAYS FIND STAFF MOST HELPFUL
IT WOULD BE A BIG HELP IF WE HAD AN OFFICE IN SUDBURY
HOPE I FILLED IT IN CORRECTLY
I HAVE FILLED IN THIS SURVEY BEST I CAN. HOPE ITS SOME HELP
LONG WAIT (4-5 WEEKS) AFTER I SENT MY FORM IN BUT SORTED OUT VERY QUICKLY AFTER PHONE CALL. DID FORM GET LOST?
I AM REASONABLY SATISFIED WITH BABERGH'S SERVICE. HOWEVER I HAD TO DUPLICATE EVERYTHING DUE TO THE INEFFICIENCY AND LACK OF KNOWLEDGE FROM "ONE"
THE CLAIM WAS IN RESPECT OF MY HUSBAND ARTHRITIS OF BOTH LEGS, FOLLOWED BY ONSET OF DEMENTIA IN JANUARY 2000
FULLY SATISFIED WITH YOUR SERVICES
I HAVE NEVER HAD ANY VISITS OR PHONE CALLS OVER MY CLAIMS JUST GIVEN THE RESULT BY LETTER
I AM ALWAYS HAPPY WHAT I HAVE DONE ALWAYS VERY QUICK
OFFICERS FROM BDC VISITED ME AT HOME DUE TO VERY DIFFICULT CIRCUMSTANCES & WERE EXTREMELY HELPFUL, COMPLETED FORMS FOR ME & ADVISED ME ABOUT MY CLAIM VERY QUICKLY
MY SON FILLS ANY FORMS IN FOR ME BUT WHEN HE HAS ANY REASON TO PHONE THE COUNCIL HE FINDS THEN VERY GOOD
I FIND IT DIFFICULT TO UNDERSTAND THE WAY THE ACTUAL BENEFIT YOU WILL GET IS SET OUT. TO ONE ITS A BIT COMPLICATED.
IT WOULD BE A GOOD IDEA IF YOU COULD MAKE IT WORTH WHILE FOR PEOPLE TO GO BACK TO WORK. SUCH AS GIVE USE MORE MONEY. AT THE MOMENT IT IS WORTH GOING OUT TO WORK I WOULDN'T MAKE MUCH OUT OF IT.
I HAVE ALWAYS FOUND BABERGH COUNCIL VERY HELPFUL
DO HAVE RHEUMATIC PAINS
MADE ENQUIRIES AT AGE CONCERN(IPSWICH) WHO ARRANGED FOR SOME TO VISIT ME. A GENTLEMEN ARRIVED QUITE QUICKLY, AND ASKED QUESTIONS & FILLED IN FORMS. HE SAID I SHOULD GET INCOME SUPPORT. I RECEIVED CONFIRMATION QUICKLY. BUT - I WOULD LIKE TO ASK WHY I DIDN'T QUALIFY 2 YEARS (APPROX) AGO, WHEN A YOUNG LADY WHO VISITED ME FILLED IN THE SAME DETAILS. I UNDERSTAND THAT THE AMOUNT I HAVE BEEN GRANTED CANNOT BE BACK DATED?
THIS IS THE FIRST YEAR I HAVE APPLIED FOR BENEFITS AND I WAS VERY PLEASED WITH THE SERVICE AND RESULTS OF MY REQUESTS - THANK YOU VERY MUCH FOR ALL YOUR HELP - IT MAKES ALL THE DIFFERENCE
YOUR STAFF ARE VERY HELPFUL & PLEASANT. AS I HAVE NOT GOT A CAR, THEY HAVE HELPED ME SO MUCH BY PHONE.
WOULD LIKE AN OFFICE IN SUDBURY WHERE DOCUMENTARY PROOF COULD BE TAKEN
WE HAVE ALWAYS FOUND BABERGH COUNCIL (HADLEIGH) VERY HELPFUL WITH ANY QUERIES THAT AMY OCCUR
I THINK THAT THE QUESTIONS ON THE FORM WERE IRRELEVANT & A WASTE OF TIME
I AM VERY HAPPY WITH THE SERVICE AND BENEFITS THE COUNCIL ARE HELPING ME WITH WHILST I'M UNEMPLOYED
I FEEL BABERGH ARE AN EFFICIENT AND CARING COUNCIL
NO
I SOMETIMES FIND IT DIFFICULT TO FOLLOW THE FORMS, LETTERS ETC BUT I SEE YOU NEED TO CATER FOR ALL LEVELS/EVENTUALITIES
I ONLY APPLIED FOR A REDUCTION IN THE COMMUNITY TAX BUT WAS TURNED DOWN

BY MISTAKE MY RATE REBATE WAS CANCELLED & IT TOOK 3 MONTHS AFTER YOU LOOSING MY FORMS I TOOK PERSONALLY TO YOUR OFFICE & I WAS LOST ON YOUR COMPUTER
ON THE WHOLE WHEN THE BENEFIT IS WORKED OUT IT IS STRAIGHT FORWARD, BUT IF YOUR CIRCUMSTANCES CHANGE IT TAKES A LONG TIME TO SORT OUT AND TRYING TO WORK OUT THE BENEFIT WITH THE DIFFERENT DATES IS A NIGHTMARE.
THE YEARLY FORMS YOU SEND OUT COULD BE MADE MUCH SIMPLER SO THAT ELDERLY FOLK COULD HANDLE. NO RETURN OF VERIFICATION IDENTITY PAPERS. MY ILLNESSES COMPRISE OF 2 DOUBLE HERNIAS VEINS? DEEP THROMBOSIS WITH PULMONARY EMBOLISMS CHEST VERY BAD CANNOT BEND DOWN TO PICK UP ANYTHING BELLY LUMP OF 6 INCHES DIAMETER PREVENTS THIS. BACK TROUBLE HAVE TO SLEEP ON A SHEET OF STEEL AND TWO PLANKS OF WOOD. I CANNOT SIT ON ANY SOFT CHAIRS
ANGINA PECTORIS ARTHRITIS
THESE QUESTIONS SHOULD NOT BE ASKED WE ARE ALL HUMANS
THE FACILITY OF TELEPHONE CONTACT IS VERY IMPORTANT TO ME AS TRAVELLING IS DIFFICULT FOR ME (ESP PUBLIC TRANSPORT)
HOUSING ONLY GET HOUSING BENEFIT DDUE TO BEING ON INCOME SUPPORT
I AM ENTIRELY SATISFIED WITH ALL YOU HAVE DONE
IN MY OPINION THIS QUESTIONNAIRE IS NOT APPLICABLE TO ME
I HAVE ALWAYS BEEN SATISFIED WITH BABERGH HAVE FOUND THEN HELPFUL & FAIR WHEN I WAS A COUNCIL TENANT THEY WERE VERY GOOD
I THINK ALL STAFF ARE EXCELLENT
THEY SHOULD BE MORE COLOURED PEOPLE IN BUILT UP WHITE AREAS AS I HAVE A MIXED FAMILY AND THEY FOUND IT HARD TO MIX BECAUSE OF THE WAY PEOPLES MINDS THINK
ANY OTHER WHITE BACKGROUND. CANT THINK WHAT THIS MEANS
I FIND IT VERY DIFFICULT TO BELIEVE THAT IN THIS MODERN TIME ITS DIFFICULT TO GET A CLEAR PROMPT ANSWER TO QUESTIONS AND NOTHING IS ACTED UPON QUICKLY. I MADE MY FIRST CLAIM TO THE COUNCIL BUT GOT NO SATISFACTION AS ADVISED I MADE A FURTHER CLAIM TO BENEFIT AGENCY AND GOT SATISFACTION. I CANNOT QUESTION(10). AS I RECEIVED SUCCESS WITH MY CLAIM THROUGH THE BENEFITS AGENCY. I WAS NOT GETTING ANYWHERE WITH BDC WHY?
I CONSIDER THIS PAGE RACIST
CHANGED ADDRESS AUGUST. LETTER SENT TO WRONG ADDRESS
I HAVE BEEN IMPRESSED BY THE SERVICE I HAVE RECEIVED BY THE COUNCIL EG. LOFT INSULATION AND CAVITY WALL FILL. ALSO KILLING OF 2 WASP NESTS. THANK YOU VERY MUCH FOR PROMPT ATTENTION.
I HAD TO PURSUE MY CLAIM QUITE VIGOROUSLY AS I FOUND THAT THE NOTES RE SAVINGS (IE. £16,000) WEREN'T ALWAYS ADHERED TO.
NONE
THIS FORM WAS FILLED IN ON MR FARRAH'S BEHALF BY HIS DAUGHTER, TERESA GREEN. THE FORMS WERE GIVEN TO MY MOTHER WHEN SHE WENT INTO HOSPITAL WE HAVE NOT HAD ANY DEALINGS WITH THE LOCAL OFFICE FOR MY FATHER'S CLAIM.
I WISH THE FORMS WERE MORE EASY TO FILL UP.
ON THE WHOLE ALL MY DEALINGS WITH THE COUNCIL HAVE ALWAYS BEEN VERY AMICABLE AND HAVE NEVER EXPERIENCED ANY RUDENESS.
MY CLAIM FOR HOUSING BENEFIT TOO OVER TWO MONTHS TO PROCESS WHICH I FEEL IS TOO LONG AND I WAS REPEATEDLY ASKED FOR INFORMATION WHICH HAD ALREADY BEEN SUBMITTED SO I THINK LIAISON BETWEEN VARIOUS DEPARTMENTS COULD BE IMPROVED.
SORRY FOR THE DELAY
I'D LIKE TO SAY THANK YOU FOR ALL THE STAFF WHO HAVE HELPED US; I WAS

TOTALLY IGNORANT OF THE SYSTEM. YOUR PATIENCE IS GREAT!
MY CLAIM WAS MADE BY LETTER
WE RECEIVE ONE FORM ANNUALLY FOR COUNCIL TAX/HOUSING BENEFIT BY POST. WE DO NOT FIND ANY DIFFICULTY AT THIS POINT IN TIME TO COMPLETE THE FORM, WHICH IS RETURNED BY POST. THEREFORE THESE QUESTIONS DO NOT SEEM TO APPLY TO MRS BARBER.
ITS BASICALLY A GOOD SERVICE WITH FRIENDLY PEOPLE TO ASSIST.
BOTH MY WIFE AND I, ARE PERFECTLY SATISFIED WITH THE PRESENT SYSTEM
I CONSIDER MYSELF TO BE SCOTTISH BUT CANNOT SEE ANY BOX
IT ALL RIGHT
I DON'T WANT TO TALK TO 10 PEOPLE ON TEN PHONE NOS - JUST ONE PERSON. YOU TO PHONE ME BACK. MOST IMPORTANTLY TELL ME WHAT I CAN CLAIM NOT KEEP FINDING THINGS OUT AS I GO ALONE WHEN IT MAY BE TOO LATE AND A MORE REALISTIC VIEW ON WHAT RENT (IF YOU ARE NOT IN A COUNCIL HOUSE) & LIVING ACTUALLY COSTS WHEN YOU ARE HOUSE BOUND.
RE.10: THIS WEEK SOMEONE IS GOING TO MAKE A HOME VISIT TO HELP ME FINISH FILLING IN MY LATEST BENEFITS FORM. ALSO I HAD A LIVER TRANSPLANT 4 YEARS AGO AND TAKE PMENYTION FOR EPILEPSY, BUT ADDENBROOKES HAVE RECENTLY DIAGNOSED THAT I HAVE A LUPUS-LIKE ILLNESS, THE BEGINNINGS OF RHEUMATOID ARTHRITIS AND DAMAGED NERVES. TAKING THE ADVICE OF A SOCIAL WORKER I HAVE TODAY RECEIVED A CLAIM PACK FOR CARE ALLOWANCE. (AT PRESENT I RECEIVE SOCIAL SECURITY & MOBILITY ALLOWANCE WEEKLY & MONTHLY RESPECTIVELY
Q17 N/A
Sorry for delay. My illness is to blame.
1. If you want a decent response from a survey I suggest you a) ensure a pre-paid envelope is enclose (it wasn't on 1st letter of 29/9) & b) make sure the 1st question you ask is understandable to everyone - I haven't got a clue what 'one' means!! If you need some additional marketing expertise please let me know!!
It is very inconvenient that I am no longer able to send photocopies of documents to you, e.g. bank statements, allowance books etc. The journey from Shotley to Babergh is a long way and very time consuming especially with disabled children to care for.
I HAVE FILLED THIS FORM IN FOR MY AUNT WHO HAS PROBLEMS WITH HER BREATHING AND GETS TIRED VERY QUICKLY SHE HAS BEEN WORRIED BECAUSE SHE RECEIVED A REMINDER ABOUT THIS FORM. I WOULD LIKE TO POINT OUT THAT SOME ELDERLY PEOPLE FIND FORM FILLING VERY DIFFICULT AND IT MAY BE AN IDEA TO CALL THEM AFTER SENDING OUT A FORM, ALTHOUGH MY AUNT IS DEAF SHE CAN HEAR WITH HER HEARING AID.
I WAS PLEASED TO GET MY COMMUNITY TAX REDUCED. I AM 65 YRS OLD ON THE STATE PENSION, WITH A 22 YEAR OLD DAUGHTER IN HER 3RD YR OF BA COURSE "ART AND DESIGN" AT COLCHESTER INST. I AM IN A 1720 COTTAGE, OPPOSITE 3 SCHOOL FIELDS, WE HAVE 11/2 INCHES OF ICE ON THE CONCRETE AROUND THE COTTAGE OVER THE WINTER MONTHS AND WE SPEND A LOT OF MONEY ON HEATING. I HAVE JUST BOUGHT AN ELECTRIC FIRE TO GO WITH THE GAS RADIATOR, AS IT IS TWO DANGEROUS TO CARRY COAL ABOUT FROM OUTSIDE IN THE WINTER. YOU HAVE TO THROW SALT IN FRONT OF YOU AND HEAR THE ICE CRACK BEFORE YOU CAN WALK TO THE COAL BUNKER, OR EVEN DOWN THE FRONT GARDEN PATH IN JAN AND FEB.
I AM NO LONGER MISS C J PASK MY MARRIED NAME IS MR C MANNING. I HAVE SENT A COPY OF MY MARRIAGE CERTIFICATE TO YOUR OFFICES AND I AM ALREADY RECEIVING LETTERS IN MY MARRIED NAME.
I DO NOT GO TO THE OFFICE - I HAVE NOT MADE A CLAIM
WHEN PHONING YOUR OFFICE, I HAVE ALWAYS FOUND EVERYONE I HAVE SPKOEN TO VERY KIND AND HELPFUL. I HAVE BEEN ILL AND JUST COME BACK FROM MY

DAUGHTERS IN KENT.
THIS IS THE SECOND FORM I HAVE FILLED IN SO I HAVE DELIVERED BY HAND
IF YOU NEED TO CONTACT ME IN THE FUTURE PLEASE SPELL MY NAME CORRECTLY M.A. DENNIS
(A) PLEASED WITH MEAL ON WHEELS SERVICE (B) GRATEFUL FOR COUNCIL TAX/HOUSING BENEFIT (C) HOME HELP SERVICE APPRECIATED 7 DAYS A WEEK
FOR MY LAST CLAIM I HAD TO GO TO HADLEIGH WITH EVERY FORM I D IMAGINABLE - LIVING IN SUDBURY WITH NO CAR THIS PROVED BOTH DIFFICULT & COSTLY CONSIDERING MY REASON FOR CLAIMING IS LOW INCOME.
I HAVE ONLY HAD ONE OCCASION TO CONTACT YOU FOR A CLAIM RE RENT REBATE, COUNCIL TAX ETC WHEN MY HUSBAND HAD TO STOP WORK OWING TO BEING DIAGNOSED WITH TERMINAL LUNG CANCER. I FILLED IN REAMS OF FORMS AND WAS TURNED DOWN AS BEING JUST ABOVE THE FINANCIAL LEVEL, SO IT WAS TIME WASTED FILLING IN ALL THE FORMS, MOST OF THESE QUESTIONS I CAN THEREFORE NOT ANSWER.
I NEVER HAD ANY BENEFIT ONLY COUNCIL TAX. I HAVE FILLED IN THIS FORM TO THE BEST OF MY KNOWLEDGE I LOST MY HUSBAND ON THE 20TH OF OCTOBER SO THERE IS NOT MUCH MORE TO SAY.
I DO HAVE ORANGE BADGE (DISABLED) FOR MY CAR, BUT DO NOT COLLECT INCOME SUPPORT OF ANY KIND. AS I AM LIVING ON MAINTENANCE FROM NY EX-HUSBAND WHICH ONLY ONLY JUST COVERS MY MORTGAGE AND A COUPLE OF BILLS, I DO FIND THE COUNCIL TAX IS VERY HIGH AND I DO FIND IT VERY HARD TO FIND THE NEW AMOUNT, SINCE MY DAUGHTER HAS STARTED WORK. AS SHE ONLY SPENDS 1 OR 2 DAYS A WEEK IN THIS HOUSE, I DO FEEL IT UNFAIR TO RAISE THE COUNCIL TAX.
QUESTION 12 - WHAT HAS THIS GOT TO DO WITH ANYTHING QUESTION 17 - WHILST I UNDERSTAND THE NEED FOR FEED BACK FROM CUSTOMERS AND COMMUNICATION TO BE IMPROVED I DO GET CROSS WHEN THE GLOSSY MAGAZINE COMES THROUGH THE POST ABOUT B. DISTRICT COUNCIL. IS THIS REALLY NECESSARY? DOES THE COUNCIL TAX PAY FOR THIS?
YES PLEASE GET MY ADDRESS CORRECT - 8 FOXHALL CLOSE NOT FIELDS
Question 15 I answered Yes, but cannot answer the following question as there not one unless 17 is it?
Once I telephoned to find out about my claim. It was rushed through and I received a payment within a week. Lovely lady on the phone helped me.
This form filled in by William Crookes (Son) as my mother is 93 years old.
I HOPE THIS IS FILLED IN ALRIGHT
I FOUND THE FIRST MONTH WAITING FOR BENEFIT & HOUSING HELP DIFFICULT TO MANAGE & HAD TO BORROW MONEY FROM FRIENDS. I THINK BENEFIT SHOULD CONTINUE DURING THE FIRST MONTH OF RE-EMPLOYMENT AS ONE IS NOT PAID FOR A MONTH SO NO INCOME FOR RENT OR BILLS. FIRST & LAST MONTH ON BENEFIT NEEDS TO BE RECEIVED IN MY OPINION.
It is amusing that you feel I have not responded quickly enough in returning this form when two and a half months later I am still awaiting a decision on my claim!!
The fact that the Council have brought out this questionnaire shows you are going in the right directions. Sometimes it's nice just to be asked.
It was pointed out to Mr Cummins at 13.20 on 24.10.00 that much of this form does not apply. I have been on Income Support for 5 years when a claim was made by Help the Aged for a Council tax rebate. Since then it has been reassessed each financial year.
I don't know where my local office is or the opening times.
Please address any correspondence to Mrs T Baxter, Terrinda, Tye Green, Glemsford re: my mother Mrs V Hartley. I have asked for this many times before.
I consider this page to be racist. I am in receipt of Housing Benefit. I applied for it by letter, received appropriate form from you office. Valuer came to check on property, I found him rude and over bearing. He said that rent was too high for this property. I have checked on other properties similar to this. I cannot find any for less rent than I pay here. Your office sends a cheque for the amount you say is

allowed. But it is always at least four days late getting here then it takes a further four days to clear. Why can it not be paid by Direct Debit into my account or the day it is due the same way that my pension's paid.

Once I started work after 6 weeks off and claiming benefit, then had to pay back rent as you had not told each other (Council and One) that I was back in work so I have to wait month to be paid but I had to pay £250 in overpayment.

I am very pleased with all the services, thank you.

The actual staff when you get through to the office are ok it is the amount of time it takes to be answered and the Receptionists are rude and leave you holding or just you to call back, which when you are worried about a claim or don't understand a letter received, the last thing you want is a rude reception. They really let you down.

If one has a query it would be helpful if one is passed to another officer, when the person answering the telephone doesn't know, to save repeating everything again.
It took your office nearly 2 months to pay out by rent reduction. Nothing to write home about!
I apologise for being unable to respond more promptly.
I did not agree with the way the rent was assessed.
In recent years, due to Ken Russell's continued unbankability, my work more focussed on interior design - notably five rooms at Kentwell Hall, Long Melford, which I hope will lead to further projects elsewhere when I can arrange digital photograph's and CD package through a friend. Resources tight due to paying back taxes and single parenthood now thankfully and successfully concluded.
Do to not knowing how to read and write I have found somebody to read them for me and hope my answers are of some help. Thank you.
I apologise it took so long for me to send the form back as I mislaid it. Thanks to your staff for the help they have given me.
Registered partially sighted 25.8.99 and I do usually have help with filling up forms from the council which I do appreciate very much.
The hedge between the High School and Denmark Gardens from Main Road to footpath crossing is taking over the footpath. I would like a few more seats about the village.
I have found that it is difficult if not impossible to get current up to date information/explanation regarding my claim. I feel more information should be acceptable over the phone as post requests held up the claim and on a number of occasions I have not been able to get into town to photocopy requested info or indeed be able to return info requested due to not being able to afford stamps envelopes or photocopying. The envelopes supplied are the wrong size. Maybe initial home visits could be considered.
Overall I was very pleased with the way my claim was handled, the staff were polite and as helpful as possible, but I do think they need more staff as at the time there was an 8-9 week backlog. Which does make it difficult for people in rented accommodation as not all landlords are prepared to wait for their rent.
It would be nice to be able to talk to the relevant person face to face, as I have no means of getting to Hadleigh this is not possible, an office in Sudbury would solve the problem.
Find it hard to get who I want on the telephone. Do find that they don't usually ring back, have always had to do a lot of chasing. Seems only the person dealing with my problem etc. can help me, no one else will help if that person is not working that day.
I find if I want to check when payments are due during holiday times, as my benefits are paid into the bank, the Post Office can't tell me and at Christmas I found it impossible to get through to the office.
My recent claim took a longtime to sort out. I was out of hospital and back on benefits, but despite phoning in several times. It was very worrying for me to receive court order which was incorrect. I suffer with mental health problems and I think this should be taken into account.
I have always found the staff polite and helpful, always ready to explain anything that was not quite understood. I have no complaints of any kind to make, and am most satisfied with the help received.
As far as I know I havn't made a claim on the council.

I think One to One is better than a telephone call, but that can be a problem if you dont have transport to Corks Lane, I think I'm right in saying there is no maned office in Sudbury.
Unclear diction on the telephone.
Please try not to lose this form - I filled in and returned the original back in January.
No, I am more than happy with Babergh District Council and everything that they deal with.
I have an intense paranoia about people not listening, caused by people not listening. Somebody usually visits me to help me fill my forms out from the mental health dept. But I filled this in by myself, so please excuse any inconsistancies. I also don't know where my local office is or what benefit you are referring to or for what 'One' stands. I'm sorry. (1) I don't know what 'One' is. (6) I never use the telephone, I am too anxious and never have enough money. (7) You send me a form, and I fill it in, full stop.
My mother, Mrs Hilda Wall, has recently gone into a Nursing Home - prior to that I was the one responsible for contacting the Benefit Agency on her behalf. Twice, to recent months, I have been to the Sudbury Office of the Benefits Agency & both times staff were helpful and courteous and I was not kept waiting - I was grateful for their advice. Sue Morley(daughter).
The staff at Babergh in all departments are kind and helpful and go out of their way to help with any problem. In my job on the whole I hear nothing but praise.
My claim took 3 months to process which I thought was too long.
Sorry I'm late in answering! Thank you for all your help.
My claim was delat with solely from completing the form and enclosing all relevant documentation. I have nothing but praise for the staff and council that handled my claim. If everything was as pleasant and fullfilling as attending your offices. Many thanks.
Because my income varies from month to month I fill in a statement of accounts form and enclose my salary slip every month but it takes so long for my benefit to be assessed. It has been as long as 4 months. This worries me I do not want to find myself in debt because of overpayment of benefit. I appreciate that probably your staff are under pressure but it doesn't ease my situation.
I have been retired now for 24 years this year. Hope I have filled in the form okay.
I hope I have filled the best I could as I am registered partially blind so I do hope I have filled the best I could see.
I had help to fill in this form as I found the mix of positively and negatively stated questions very difficult to match to the answers. It is difficult to comprehend double negatives ie "It did not take long to fill in this form" - I disagree. It is very difficult to answer a question positively by using a negative response ie "there were not enough seats" - I disagree. What is a "One" office.
The original questionnaire I received was filled in and returned by next post.
Thank you for all the help and services rendered.
A lot of this is not applicble as all my dealings with you are by post and I have had no problems with my benefits.
I have always found the people employed in Babergh helpful and considerate.
I am British (English) the takeover will soon be COMPLETE.

<p>The 3 small lights at Paddocks Way NO's 71, 72 & 73 have been effected by a power failure since before Xmas. They do not come on until 6.30pm and go of again at 9.30am It is dangerous to elderly people. I don't know if anyone else has reported this.</p>
<p>I cannot fill the forms in myself - my daughter has to do this and make all the phonecalls etc. (She is also writing this on my behalf as I can't cope with forms). There should be a local facility available in Sudbury where they can photocopy my pension book which is the only evidence I have of my NINO as I do not consider it should be necessary for me to risk sending this by post or my daughter making the journey to Hadleigh. PS- My daughter is also resident at my address so can complete the survey as she does all the work!! Please do not contact me - Muriel Beecroft - again as I find these things very worrying at my age.</p>
<p>I would like to point out following my initial request for benefit - I have not at anytime had to contact your offices - because your offices have always contacted me by post of any increase or possible benefit I could be eligible for. For which I thank you most sincerely.</p>
<p>My attendance allowance claim was dealt with by letters written by my daughter.</p>
<p>Make all forms more understandable for the common layman, as they are not always that clear. As Mr Ludbrook does not read some member of family or friend has to fill in these silly forms for him. So only ask relevant questions. Thank you. Daughter.</p>
<p>I am fed up with the benefits section because they havn't got a clue what they are doing tell me one thing do another, end up putting me in loads of debt as a result of their fault not mine. Now I am being threatend with warrants for their mistakes, if they had a brain they would be dangerous.</p>
<p>I always get good service from the staff.</p>
<p>I have never been to the office.</p>
<p>Have to get my daughter-in-law to read and fill in as can't read or understand them.</p>
<p>The last time I made my claim for housing benefit I had to take my allowance books, bank statement etc.to the council offices in Hadleigh as I live in Hintlesham and disabled and cannot use the bus. I had to get a taxi I was told over the phone that the allowance books should not be sent in the post and photocopies were not allowed. This method is very inconvenient if you do not have your own transport.</p>
<p>On the whole - Babergh D C are very good value and always helpful whatever the problem also I would like to mention Care & Repair who are excellent. P S I f I have to points I give 10/10.</p>
<p>Mrs May is very partially sighted and all benefits paid into bank account.</p>
<p>My eye sight is poor so I can not read or write properly so it is best I was contacted by phone.</p>
<p>Section F - my response is only due to the fact that these had been a huge backlog in processing claims due to a new computer system being installed. This explains why this response perhaps appears out of context to my other responses. Overall the staff were extremely helpful & patient and apologised for the delay in my application.</p>
<p>I have completed the form more with reference to the many elderly people I advocate for and assist with benefit assessment forms. They tend to find the form daunting and the assisting notes unhelpful. Someone in my situation would probably find them comprehensive, however I make the presumption that my situation would be in the minority.</p>
<p>To my knowledge I have wrote in the squares, to what I think is alright, as I hope so.</p>
<p>All my dealings were done through the post, I did not need to use the office or telephone.</p>
<p>My husband is long term sick on long term incapacity benefit working only 10 hours per week on the Therapeutic Work Scheme earning only £50 per week. Because of this we were deemed as having too much money coming in with my wages to qualify for Council Tax Benefit. We still have the same outgoings as when my husband was earning £1800 per month gross. I do feel that because he is benefiting mentally for doing the work, we are being penalised financially.</p>
<p>Question 16 - I suffer from breathing problems aggrevated by our 'warm air' heating, I am on the re-housing list.</p>
<p>I thought that there was a complete lack of communication between departments.</p>
<p>At first I found staff helpful, I explained to them I hadn't sent my form in as I hadn't my tax credit award notice. They advised me I should send it in anyway as I was nearly out of time. In the end I decided to take my application to the office as there seemed to be some uncertainty whether my application arriving on the Monday would cause a problem (the Sunday was the cut off date) despite me taking the time to do</p>

<p>this my benefit was stopped for a while. I was angry about this as I could see no reason for it. I brought the application in on time. However the problem was rectified and on a whole I am happy with the service provided.</p>
<p>See e-mail sent previously</p>
<p>I have completed this form on behalf of my mother Sylvia Botwright who regretfully has had a stroke & cannot speak or write property now. I did in fact contact your office re the completion form for my mother and spoke to a member of your staff who answered the telephone a Richard Frisby. He advised me of all details required in a very professional manner and certainly made the job very easy for me. Thanks for your help.(Gordon Botwright).</p>
<p>Your people in the office were quite helpful, however, when I arrived here I lost two weeks pension money, London sent it to my old address. They said they would send it to me but I have never received it - thought maybe this office would follow it up - arrived here 20th October last year. I did fill in previous form.</p>
<p>As I have to deal with my Mrs Pecks' affairs I see no sense in bombarding her with extra forms such as this. As her address clearly shows she is in "sheltered accommodation". Perhaps when whoever it is who does this survey checks on replies this could be taken into account. Most elderly folk of my acquaintance are worried by these forms and need help to claim what is necessary. In view of the fact my mother was already on benefits before going into hospital the re-instatement of these should have been quicker and simpler. Heather Andrews.</p>
<p>If staff do not know an answer it seems to me a favorite saying "your form is being processed" on several occasions I have been told "I shall get back to you later today" on which they never have. As they never give out their names its hard to tell who can't do their job.</p>
<p>I had to keep on phoning every other day and as it was from mobile phone or payphone, it became very expensive. I felt that the staff were very patronising because I'm young. The staff on the phone kept telling me they would phone back but never did, I had to keep on chasing them up. I didn't feel I was being taken seriously as every time I spoke to someone they kept asking for my phone number, but it should have been put on the computer then they wouldn't have to keep asking for it every time. Because we had to wait for so long to find out their decision (months) we got into a lot of debt which we are still paying now. I would like an apology in writing please.</p>
<p>(9) My claim for housing benefits took 2 1/2months and lots of calls.</p>
<p>I am on Income Support as I have an illness. How long this will last is unknown.</p>
<p>Claims are normally made on my behalf as I am nearly blind and therefore I am unable to answer the questionnaire in full. If you need any particular information please contact me on my telephone 01473 730969.</p>

I don't agree that I or anyone should have to pay for mistakes the benefits office make which I am at present acc.no.07936999 housing benefit overpayment.
Everyone should be sent a second swipe card who pay rent at Post Office as it takes a long time to get a replacement.
See note previously made by Mrs Hogg's daughter on page (Question 8). I have completed this form with my mother's cooperation. As my mother is registered blind she is quite unable to complete any forms (including this one) so I do so for her when I visit from Norfolk. J.S.Weavers.
Time taken to settle my claim was abysmal.
My name is Ms R. Rajwa not Mrs Vine
Helpful if a office was back in Sudbury. Save on phone calls and nice to see someone face to face, would make things a lot better for most of us. Thank you.
When I phone the main council office it is often continuously engaged and am passed from one person to another and have a lot of waiting time on the phone. When I made a phone call for help with my council tax that was very confusing. I filled in forms and sent all the relevant documents which were in turn sent back to me with a complimentary slip. Then the very next day I had another form from the council office exactly the same and filled it in again with the documents again. I never heard any more until I received a letter saying I would have to pay court fees if I didn't pay the council tax in full in seven days, needless to say I was very upset and phoned. It was explained to me that there was a 4 week delay in processing the applications. A very nice telephonist told me not to worry as I was exempt from paying and to ignore the letter. But it was such a shock.
You will notice that I have put not applicable to a lot of your questions. As all my correspondence is done with your forms, as I can't get about I have never visited Babergh Council at all. I have not been able to go anywhere now for years. I did not answer your letters before because my Daughter phoned Babergh and was told I did not have to answer if I did not want to.
Making enquiries through Age Concern, I acquired the necessary form or forms, sending at a later date our marriage certificate, birth certificates. Bank statements and Premium Bonds, but as I have a small pension, once a month, its said, I do not qualify for any benefit. Such is the old farm workers lot, who tried to save a little for his old age.
(Question 7) Since all claims made/handled by correspondence some below would not apply. Having had reasonable education forms/letters etc re-claims not too difficult, though many are, seemingly deterred by length & apparent complexity. One always hears "horror stories" of frustrating attempts to telephone offices/right department/right person etc. Since I have no telephone(by choice) have experienced no problems in contacts at BDC & am satisfied with all services received to date & greatly appreciate efforts made to improve community life.
Have already filled in two similar questionnaires.
Unable to fill in I am 94 yrs old terminally ill.
Thank you for taking the trouble to care for people on a disablemen, way of life, it is good that the local council care.
Second time I have filled in this form.
I have to rely on others to do everything for me.
I go to hospital every 3 months for check-ups. My wife broke her hip.
I went to Sudbury Town Hall with pension book & bank statement and they were forwarded to Babergh Council offices and returned to Town Hall in reasonable time, also a representative of the council visited me to check on details.
Please note that my initials are R.E.Harper not R.C.Harper
I have always found all forms used by Ben. Agency, C.Tax etc very difficult, confusing, repetative & stressful. This form is the same! Whilst,I am pleased that all staff, bar one, I have had to deal with, have been pleasant & helpful, it has been an extremely arduous process waiting for a reply to the paperwork once completed, & has only been possible for me to cope with the worry because I have been helped by my brother. Communication between Benefits Agency & C Tax staff is sadly lacking. The time involved in dealing with claims, the computer muck ups, & the constant changes in the regulations, according to which benefit you are claiming, is enough to drive you completely mad. When I have found myself placed in the unfortunate position of having to claim state benefits I was suffering from an extremely

difficult period of complete emotional breakdown & whilst I understand that you must check that claimants are genuine. I don't think you should add to the aggravation that people are suffering from.
I have no complaint about Corks Lane office & staff really although there seems to be a big backlog. I do think that communication could be better between Benefits Office & Council Tax office. I think that communication & cooperation between Benefits Agency & One could be better & between Council Benefits Officers & Benefits Agency. I think this is due more to inefficiency etc. of B.A. than anything else plus they are very difficult to get on the phone.
Apologies for form taking so long to get to you. Misplaced first form.
I have lived here for 46 years. I am very happy with the Council house and everything is going well for me, I have lived in the village for 78 years. No problems.
I do not want to take part but thank you for taking the trouble to write.
We have been waiting to receive our council tax money we paid to you whilst I have been unable to work, since August 2000. But still have not received a penny, it now is February 2001. But still its only six months.
How do I go about finding information about teaching courses for young children. I can only go into a job that works around the childrens schools, I think it would be good for me to go into teaching, but am I too old?
1. Waited months for a reply, my claim was for 2 weeks Housing Benefit that I am in arrears with. I went out of my way and paid for duplicate documentation. And nearly 3 months later after E-mails & letters & phone calls I am told 'no' . Just out of interest, as I disagree with my outcome, can I appeal?
I would just like to say that my experience(recent) with your dept. was of great help & much appreciated by me. There was a long delay(31/2 months) in my claim being processed, but this was due to a general delay-backlog of work & the change of a new computer system,(I was told). There was some anxiety due to the fact I am self-employed & only have part-time work, so the delay was worrying me. However, once I pointed this out to the department, from that point on the staff went out of their way to expedite things & took the trouble to phone me back immediately once they realised the urgency of my situation. I was very grateful. I have completed the questionnaire accordingly. Thank you.(Q9) It took 31/2 mths to process but I understand this was due to a backlog & change of computer system.
Once the confusion of my claim was unravelled and I attended the office, I have to say the staff (Mr Johnson & trainee) were excellent and understanding the confusion caused by D S S not H B. P.S. If you ever need a sign language communicator please contact me. Lesley 01284 828165
If you were as quick responding to problems as you are sending out reminders to questionnaires not being returned, perhaps your Council would be a better one.
(6E) could be operated in non working hours. (7g) wrong information given.

There was a delay in processing claim but this was not due to staff incompetence but a computer breakdown. Staff were very pleasant considering the pressure they are under. It must be added that dealing with the council directly (aside from 'One') was much quicker on a precious claim. The council should consider ringing clients back as telephone calls whilst unemployed are not financially feasible.
(7a) Keep up the good work.

When the forms for council rebate were initially sent out in mid 2000, all the necessary documentation was taken to the council offices & a member of staff filled out the form in the presence of my daughter. Approx 2 mths later, the form was returned to me stating that it had not been filled in correctly. When my daughter telephoned the council offices, no member of staff was able to clarify what the problem was therefore the form was sent back by return of post. We are very disappointed that even when taking the time and the expense of personally coming into the office and filling in the form with a member of staff, there were still problems which have unnecessarily delayed the claim. I am also very disappointed to note that on top of this, you have not even been able to put my correct title or initial when addressing the accompanying letter. I trust that an apology will follow shortly.(10) matter has not been resolved yet.

As well as claiming personal benefits, I also act on behalf of two elderly disabled ladies and have processed both their recent benefit applications. On all transactions I have found the benefits staff at Babergh polite, very helpful and very efficient. However, on the recent claim of my mother in law I found that the process of transferring benefits resulting in a move from Babergh tenancy to a Housing Association tenancy not so smooth. As it is very likely that the trend to Housing Association tenancies will increase I feel that the administration could be improved in respect of dealing with overlapping benefits when moving from Council to Housing Association properties. Late payments of benefits to Suffolk Housing Association resulted in a very offensive arrears letter being sent to my elderly mother in law. It was most distressing and I made my feelings known at the time. I am confident that my concerns were addressed.

I suffer from arthritis and its getting worse so, therefore cannot use my bath, also heating is not very good as I don't have radiators its not warm enough. I find it impossible to get to your office we should have someone in Sudbury.

All my claims for housing and tax benefits are done by post so this form is not really for me to fill in.

The council sent someone to see me about my son Tony being here when he wasn't, I think people like me who was innocent of fraud. Should know whether its male or female who made the call, causing upset to the person concerned.

I find very hard to understand why we are urged to save for our old age, and when one does it, we are penalised by central government and by local council.