

Jurice,
5 LA Blanche Pierre,
St. Clement,
JE2 6LR

Dear Deputy Southern.

Re: Income Support.

I had an accident while at work on 2nd September, 2008. I fell off a roof where I was working and seriously injured my back. As a result I have been unable to work since that time and have received no wages during this time.

I applied for Income Support around the 12th September, 2008. I am unsure of the exact date because I am taking lots of strong painkillers and anyway I was expecting a prompt reply. Because I hadn't paid Social Security Contributions in January, 2008 I wasn't eligible for the full amount of Sickness/Accident Benefit I was told that they would have to work out if I was eligible for anything. They said they would send me the forms, but I never received them. At this same time my Sickness/Accident Benefit cheques went missing and never arrived.

Eventually the cheques were cancelled and I was re-issued with new ones, but the forms for Income Support never arrived. So I phoned Social Security and they re-sent them. These I filled out and sent back with all the required documents. Once again I waited ages, so I phoned them and they said they had received them but only some of the documents. I took them in again and once again they went missing. I then took them back a third time. A few days later a man phoned me to ask when I was going to bring in the bank statements. He said they hadn't received them but I insisted I had taken them him. Later he phoned me and said that he had found them as they had gone to the wrong place.

When I next phone a spoke to a Karen Degouviea. (I am unsure of the spelling of her name), She started threatening me that if I didn't bring in the bank statements, I wouldn't receive anything. I said I had given them on several occasions, but they kept getting lost. She called me a liar. We had an argument. She refused to entertain the idea that one of her team could have lost the documents, I was told they don't lose documents. She also shouted at my girlfriend when she spoke to her and hung up.

I then had a meeting a couple of days later and she told me I would have a minimal amount of Income Support backdated to November. It was now December and I wouldn't have any further back dated and she blamed me for the delay. I'd get enough I was told to take me roughly up to full sick pay level. I get £115 Sick Benefit and £45 Income Support. My rent is £308.50 per week, which I share with my girlfriend. We have to borrow money for all our other bills and food off family and friends. My Mother has to pay all my doctors bills which so far to date come to over £200. And will have to make regular visits each month until I am fit to work.

We also owe £1,500 in rent because I couldn't afford to pay my share of the rent from the time of the accident until I got Income Support, since getting Income Support we have managed to keep up but we can't pay back what we owe.

My girlfriend is in a low paid job, which she has lost, so she will be registering with Welfare too. She has to pay £80 per month in Social Security Contributions and doesn't seem to get anything in return.

It seems to be more about ticking the boxes and meeting targets, then meeting the needs of the individuals.

Yours sincerely.

A handwritten signature in cursive script that reads "Silvester".

Jonathan Silvester