

Good evening

having lost my job in the finance sector and being the only breadwinner after being out of work for two weeks I was told by a friend that I could come to you for support, which I did.

I managed to get all of the paperwork together and received help with my rent and a payment of 130 per week to live on. I did manage it but had to go to the Drs and could not afford it, I thought with being on income support this would be covered, but have received a bill for 35.00. Having asked the Dr was told there is no HIE any more and I am responsible for the payment of this. With getting 130 per week had no spare cash to use for this. HIE should be available again to those in need.

On visiting Social on a few occasions for support and advice I found most of the staff very helpful and amenable, however came across one older lady in the income support area that was quite offhand and made me feel quite awful. I should have complained but there were a lot of people around and I was very embarrassed by the whole thing.

I was previously in very senior positions in HR and am aware of how to talk and deal with clients in a sensitive manner and must praise a young lady called Alicia Monet who actually put herself out over and above her job to advise me of things going forward having now got another position in the States of Jersey.

Another very helpful member of staff was a gentleman that has not been with you long who told me he had lost his job too, he was so nice and so helpful in his manner, he deserves praise also.

I feel the following should be looked at.

Go back to interview rooms, open plan is far too embarrassing and you have no privacy  
That staff are told about being sensitive and not condescending (some of them anyway)  
Ask clients for feedback, maybe passing them a form to give feedback  
Give clear info on GP's etc when talking to clients  
Deal with staff that are not of the appropriate type and do not let them work front line  
Reinvent HIE

I have never ever been out of work in my life and due to the economic was, be it not for long but I do expect to be spoken to and dealt with in a sensitive manner as everyone does. I do realise the staff do a stressful job but they should not be doing something like this if they cannot do it sensitively.

I do hope my feedback helps, it is both positive and negative.

Very kind regards