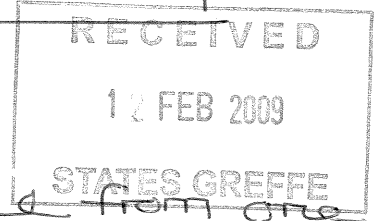


Health Social Security and Housing
Scrutiny Panel.

Income Support Sub-Fund



HMA

Deductions are being made from one benefit to fund another benefit

long term Invalidity benefit 172.83

H.M.A ACCOUNT deduction 7.63

165.20

THE 7.63 H.M.A IS added to the RENT account weekly, the components have to be broken down to calculate rent, which can be very confusing. I suggest reverting back to the old rent rebate whereby your rent was simple to understand.

Bus Passes

I have been running back and forth between Connex and Social Security who supplied me with proof of H.I.E but connex refuse to acknowledge hence no free travel.

I HAVE GIVEN UP!!! on that one.

STAFF

No confidentiality restraints of Income Support are interviewed within earshot of claimants awaiting interview. Staff adopt "The computer says NO" mentality. Some of them seem to lack the social skills needed to be working in such a sensitive area. If dissatisfaction is expressed and client wishes to speak to someone in authority follow up appointments are never made.

I am afraid a retrograde step has been made with this system no better than the Poor LAW which ~~some~~ government bodies tell us is unjust.