

# 'You said, we did' 2009



You told us that as our benefit letters were complicated and it was hard for you to understand what we wanted you to provide, you would prefer to be contacted by phone.

**When dealing with claims for benefit all staff now ring the customer to explain and chase up missing information in order to get the claim processed quicker.**

You told us that you would like to ring us to report changes in your circumstances and have it dealt with over the phone instead of having to supply evidence.

**We have trialled taking changes over the phone and it is now in our plans for the future to offer this as a service.**

You said that you would like to be able to access Housing and Council Tax Benefit advice and make claims at other locations in the community.

**This year we have set up some key partnerships. We now have regular surgeries at Street— Based Services (Substance misuse service), Probation Services and The Brick (Homeless Project).**