

# 'You said, we did' 2008



You told us that you preferred to have just one person dealing with your benefit review throughout. You wanted a single point of contact to prevent the same information having to be provided again to different people.

**All our visiting officers now process a claim from start to finish and aim to do this within one week. They encourage customers to contact them direct if they need help.**

You told us that you don't always understand what changes in your circumstances we need to know about, when you must tell us and who you need to tell.

**We made this a priority and reviewed all our procedures. We drew up an action plan to give you improved knowledge and understanding.**

You told us that you would like us to give you more choice by extending our opening hours.

**From 29<sup>th</sup> September 2008 you can contact us by phone between 8.00am and 6.00pm Monday to Friday and 8.00am to 12.30pm Saturday.**

You told us that if you were visually impaired you would like your annual Council Tax bill and other documents we sent you during the year to be in large print or Braille.

**We have now upgraded our computer system. If you tell us you are visually impaired we can now print all your bills and other documentation automatically in large print. Or our system can automatically tell us to produce your documents in Braille so that we can do it straight away without you needing to contact us again.**