

Hillingdon and Ealing Citizens Advice

SOMALI PROJECT

MADAXBANAANI – BILAASH – QARSOODI



Annual Report April 2004 – March 2005

*Community
Legal Service*



**Nora Hussein & Hodan Mohamed
Somali-Speaking Advice Workers**

**Sadia Butta
Team Leader**

**Funded by Hillingdon Primary Care Trust
and Association of Local Government**

NATIONAL ASSOCIATION OF CITIZENS ADVICE BUREAUX

The aims of the Citizens Advice Service

- To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available, or through an inability to express their needs effectively
- To exercise a responsible influence on the development of social policies and services, both locally and nationally

The four principles of the service are that it should be:

Free Confidential Impartial Independent

And open to everybody regardless of race, gender, sexuality and disability.



HILLINGDON & EALING CITIZENS ADVICE

EQUAL OPPORTUNITIES POLICY

Hillingdon and Ealing Citizens Advice (HECA) aims to provide services that are available and appropriate to meet the needs of all sections of the population of Hillingdon. We are committed to ensuring that our services meet the specific needs of those who may be disadvantaged in their access to services.

HECA will work to a comprehensive Equal Opportunities policy that aims to ensure that there is no discrimination either direct or indirect, overt or unintentional in its staffing and service delivery. The Equal Opportunities Policy will be made available to clients and to funding bodies upon request.

SUGGESTIONS AND COMPLAINTS

HECA will ensure that service users know how to comment on the services provided and use the complaints procedure. Feedback forms, based on the Community Legal Service forms, and complaint forms from the National Association, Citizens Advice, are available in various languages. Both of these are regularly reviewed.

HILLINGDON AND EALING CITIZENS ADVICE

SOMALI PROJECT

PROGRESS REPORT for APRIL 2004 – MARCH 2005

1. INTRODUCTION

This report covers the twelve-month period from April 2004 to March 2005 and includes information and statistics relating to this period.

HECA has been providing advice in the Somali language since January 1996 and the project was originally set up to provide a targeted advice and information service to the Somali community in the London Borough of Hillingdon.

The funding for the project changed in 2003-4 with the addition to the Hillingdon Primary Care Trust grant of funding from the Association of Local Government (ALG) to enable the service to expand its remit and provide advice to Somali clients in the neighbouring boroughs of Ealing and Hounslow.



A local interpreter discusses the Somali Project with the Director of the service at the HECA Annual General Meeting, Hillingdon Civic Centre, in October 2004.

2. AIMS OF THE SOMALI ADVICE SERVICE

The main aims of the project are:

- To provide independent, free, confidential and impartial advice and information on the rights and responsibilities of Somali clients and the services available to them, and assistance where needed in expressing their needs effectively.
- To reduce the unmet need for advice and information in the Somali language in the borough of Hillingdon and to extend the project into the neighbouring boroughs of Ealing and Hounslow.
- To contribute evidence to decision-makers so that the needs of Somali people in Hillingdon and its neighbouring boroughs for the development of services and improved social policies locally and nationally are taken into account.

By doing the above, the project will improve incomes and increase self-reliance as well as reducing the hardships and stresses that contribute to ill health.

3. ADVICE WORKER RECRUITMENT AND TRAINING

Our experienced Somali-Speaking Advice Worker, Nora Hussein, delivered the service for the first 3 months of the year. The post became vacant at the end of June 2004 when she accepted a job closer to home and a national advertisement was placed in The Guardian. Despite a reasonable number of applicants only one could be short-listed. She was interviewed on 9th July but was not appointed to the post.

Therefore, in September we began a second round of recruitment activities with publicity targeted to refugee and asylum organisations with an application deadline in mid-October. These included an advertisement in the Refugee Council's magazine, 'In Exile'; an electronic bulletin with Asylum Aid and details forwarded to Refugees in Effective and Active Partnership (REAP), a locally based project.

Due to the lack of applications from experienced Somali-speaking advice workers the post was simultaneously advertised at a trainee level. A trainee will require additional support from the Guidance Tutor and Advice Session Supervisor during the months taken to complete the Citizens Advice 'Records of Learning' as part of the Certificate in Generalist Advice Work (CGAW). This generally takes about 12 months.

During the recruitment period generalist advisers at the bureaux have maintained advice services to Somali-speaking clients with the help of volunteer interpreters from REAP. The volunteers are part of the Community Advocates' Network Interpreting and Advocacy Service (CANITAS) and have been given work placements with us to help them gain experience for paid employment as interpreters.

Following the recruitment activities in November 2004, a Trainee Somali-Speaking Advice Worker, Ms Hodan Mohamed, was selected and joined HECA on 4 January 2005, beginning work on the Certificate in Generalist Advice Work programme.

From January to March 2005, she has made rapid progress and completed her Records of Learning 1, 2 and 3 as part of the CGAW programme. The Records of Learning have covered the advice process, benefits, debt, housing, employment, consumer, family & personal, immigration and nationality.

She has also assisted the generalist advisers at the Hayes CAB during appointments with Somali clients by interpreting as necessary.

The Hayes Team Leader is pleased to report that the service delivery targets for the project have been met by the arrangements put in place during the recruitment period and whilst the Trainee has been prioritising the CGAW programme in order to be assessed for solo advice interviewing as soon as possible. She passed this assessment on 30 March 2005 and has been advising Somali clients from April 2005 in conjunction with support from the Team Leader.

4. THE ADVICE SERVICE

4.1 ARRANGEMENTS AT HAYES, UXBRIDGE AND RUISLIP CABx

Demand continues to be high for the project. With the combination of the Somali Project, our Refugee & Asylum Seeker Project (RASP) and the general advice sessions in the Hayes CAB, clients can usually see an adviser within one week. If this is not possible then they are given basic information and appropriate referrals.

Coincidentally both the RASP and our Somali Project Advice Worker posts fell vacant in May/June 2004 and the Hayes CAB had to restrict its service pending recruitment for these posts. Full service resumed in January 2005, following the employment of Hodan Mohamed and a temporary RASP adviser, Edna Onwuka.

During this period, the Hayes CAB Team Leader, Sadia Butta, ensured that existing clients had their casework continued by the generalist advisers and that new clients could be referred from the Uxbridge CAB reception service. As a senior adviser, she also took on the more complex casework where this was necessary.

Somali clients can access the Somali-language advice service from the Hayes, Uxbridge and Ruislip CABx through internal referrals to the Project. Clients can also request and are given emergency advice, the criteria being: homelessness, threat of eviction, no money, immigration deadlines, bailiffs, domestic or racial violence, children at risk, fuel disconnection and imminent legal deadlines.

4.2 ARRANGEMENTS WITH NEIGHBOURING BOROUGHES

The addition of funding from the Association of Local Government (ALG) has enabled HECA to maintain a full-time Somali-Speaking Advice Worker post and extend the service to Somalis from neighbouring boroughs, who had been trying to access it for several years due to the shortage of advice and information in Somali in their areas.

Nora Hussein had been working 1-2 days a week in outreach venues in Southall and Acton in 2003-2004, prior to their closure. Ongoing cases have been continued with appointments at the Hayes CAB as necessary.

Publicity outside of Hillingdon has been on hold during the nine-month period whilst recruitment and training has been taking place, however, links have been made with Southall Neighbourly Care and the Hounslow CAB service.

As a result, the proportion of clients coming from neighbouring boroughs has been low in the course of this year at under 10%. The aim is for the Somali-speaking Advice Worker to spend up to 50% of her time funded by ALG on providing the service to clients from outside Hillingdon and new publicity and referral forms for the service will be distributed in 2005-6.

Referrals will be taken from the Hounslow CAB Service prior to placing the trainee Advice Worker in their bureaux for 1-2 days per week. This will enable her to provide the service to Somali clients in neighbouring boroughs sooner than could be done at outreach venues (as this usually requires a minimum of two years experience due to lack of on-site support from an advice session supervisor).

4.3 CLIENT PROFILE

In the twelve months covered by this report advice and information was provided to Somali clients on 914 occasions. Of these contacts with clients, 617 were through personal appointments, 155 by telephone and 142 by letter.

A full breakdown of the client profile is provided in **Appendix 1**. Of the 914 contacts with clients, 233 were male service users (25%) and 681 were female (75%). This is consistent with the previous findings of the Somali Project over the years and compares with 62% of all our service users being women.

Age and Disability of Service Users

As before, clients were predominantly in the age range of 25-34 years (at 33%), followed by 35-44 years (at 32%). Only 7.6% were aged 60 and above and 13.1% were under the age of 25, reflecting the younger age profile of the Somali community compared with the general population.

The proportion of Somali service users who considered themselves as having a disability was 32%. This is similar to the figure of 35% of all our service users. Whilst this is considerably higher than the percentage of the population as a whole, it reflects the fact that our services (including telephone advice, home visiting and outreach at GP surgeries) are relatively accessible for people with disabilities.

Housing Status

Nearly two-thirds of Somali clients were in relatively secure rented accommodation. The types of rented accommodation have significantly shifted from previous years with a decline in renting from the council and housing associations and an increase in privately rented accommodation, possibly as a result of Hillingdon Council assisting with securing Assured Short-hold Tenancies in the private sector as an alternative to providing Council or Housing Association tenancies to fulfil their housing duties.

Twenty eight percent were in insecure accommodation such as staying with relatives/friends (14%), B&B (5%) and other temporary accommodation (9%), categories usually indicating statutory or 'hidden homelessness' and 1% described themselves as having 'nowhere to stay'.

4.4 CLIENT ENQUIRIES

A total of 1,542 enquiries have been dealt with by the advisers in the 12 month period. The commonest enquiry area was welfare benefits at 61% of the total. Benefit enquiries mostly concerned Income Support, followed by disability and sickness benefits and Working/Child Tax Credit (see **Appendix 2** for details).

Housing and homelessness continues to be a significant enquiry area (at 12% of all enquiries), often concerning the issue of eligibility for assistance, appeals against unfavourable decisions and housing debt. The next commonest enquiries concerned utilities debts, consumer issues (mainly debt) and immigration.

Debt is divided into 16 categories in the CAB recording system. By adding together the utilities, housing, consumer, legal, tax and benefit debt enquiries the advisers dealt with, debt made up 12% of all enquiries.

This was clearly a major area of concern for clients with low incomes and often insecure housing but is considerably lower than the overall increase we have experienced in debt enquiries to 22.4% of the total enquiries we dealt with in 2004.

An interesting comparison can be made between the issues Somali clients came to us for help with and those of our service users in general (see table below). Note that overall Somalis made up 17% of all clients accessing our services in 2004-5.

Breakdown of Enquiries dealt with in 2004-5

Enquiry area	Somali clients % of total enquiries	All clients % of total enquiries
Welfare benefits	60.94	44.66
Consumer	5.91	20.26
Employment	0.33	3.82
Housing	12.36	11.83
Legal	2.84	5.06
Family	0.44	2.69
Tax	0.55	2.35
Utilities	7.11	2.33
Immigration and nationality	6.89	2.46

This clearly indicates that Somalis are more likely to seek advice on problems with welfare benefit entitlements, housing, utility debts and immigration and nationality matters and less likely to seek help with consumer, family and employment issues.

4.5 ENQUIRY CASEWORK LEVELS

Advice work is recorded within the CAB service at five levels, giving an indication of the complexity of the enquiry and degree of assistance provided.

The following table shows the level of casework undertaken for users of Somali Project in the course of 2004-5. In 64% of contacts the adviser undertook negotiations/contact with third parties on behalf of the service user and a further 6% (Level 5) included preparatory work for appeals. (It is not anticipated that the SSAW will represent clients herself at appeal hearings. Such cases are likely to be referred).

Case work level	Description	No. of Contacts	%
1	Signposting/referrals	19	2.11
2	'Listening Ear'	11	1.19%
3	Advice and information	238	26.02%
4	Negotiation with third parties	587	64.20%
5	Representation	59	6.47%
Total		914	100.00%

4.6 OUTCOMES OF THE ADVICE SERVICE

The casework undertaken by the Somali Speaking Advice Worker and advisers from the general team, with the assistance of interpreters, has continued to achieve positive results throughout the year. The financial gains of clients as a result of using the service are measured with income projections for 52 weeks, taking into account known changes in benefit rates.

Other successes of a non-financial nature can be equally important to clients, particularly those concerning homelessness and re-housing into more suitable accommodation, the expedition of more secure immigration status and negotiation of affordable debt repayments.

In this period, **Somali clients have gained a total of £82,106** as a result of the Somali Project's casework, mostly through additional benefit payments. Appendix 3 lists 66 successes in total, including 5 'non-financial' positive outcomes.

These included gaining interim accommodation for a client who would otherwise have been homeless, a suspension of bailiff action, affordable repayments to creditors and a change to more secure immigration status.

Our Refugee & Asylum Seeker Project has brought in a further **£24,287** and three 'non-financial' positive outcomes for its Somali clients, making a total of **£106,393** gained for the Somali community.

5. FEEDBACK FROM SERVICE USERS

Every year HECA conducts a feedback survey between January to March using the Legal Services Commission template in the Somali language. All service users are actively encouraged to complete a form and 23 have been returned by clients of the Somali Project, providing an idea of the level of satisfaction with the service.

In quantitative terms, **91.3%** have described themselves as **'very satisfied'** with the overall level of service and a further 8.7% were fairly satisfied. Eighty five percent said they were **'certain to recommend the service'** to someone else in need of advice and 15% were 'likely to recommend the service'.

Ninety five percent felt that they were kept up-to-date with progress on their case 'very well' and 91% that the information provided by the advisers was 'very good'. In terms of whether the advice/information was easy to understand, 87% found it 'very easy' and 13% said it was 'fairly easy'. The full quantitative results are detailed in **Appendix 4**.

The forms encourage qualitative feedback and the comments received included:

"Easy to make contact" (several times), "I (have) lived here for 10 years and since I have been coming to CAB I only have good things to say", "more days for the service to be available" and " This is a great service to community (that) must continue. Lawful advice and help is available in CAB. I wish good luck".

Several respondents said that they heard of the service by word of mouth from friends and relatives and one 'heard of CAB by Civic Centre Uxbridge'.

6. SOCIAL POLICY EVIDENCE

The Somali Project has provided (anonymous) evidence throughout the year for social policy campaigning by Citizens Advice for improved policies and services, particularly highlighting areas of concern to Somali people in our area.

In total 51 Bureau Evidence Forms have been submitted and 29 of these concerned maladministration of benefits by various departments. The most common problems were encountered in claiming Income Support, followed by Working/Child Tax Credit, Job Seekers Allowance and Housing Benefit.

The two other main areas where various needs for improved policies and practices were indicated concerned housing providers (8 cases) and immigration/Home Office (7 cases). The practises of utility companies gave rise to concern in 3 cases.

Two examples are given below:

- The Somali Project has noted an increase in the number of Somalis, particularly female refugees with children, who have entered the UK as EEA nationals (primarily from Holland). These clients can legally reside in the UK if they work or seek work and, after six months, are entitled to claim Job Seekers Allowance if unemployed.

Jobcentre Plus (JCP) staff have repeatedly turned them away with wrong advice to claim Income Support, on the assumption that they have claimed asylum in the UK and been granted refugee status or leave to remain. Several months of hardship have been experienced before they are informed that their claim for Income Support has failed and our advisers have been trying to gain backdated Job Seekers Allowance (JSA) on their behalf.

- In contrast, another settled Somali lone parent with six children, recently joined by her husband under the family reunion programme, was inappropriately advised to 'sign on' for JSA and her Income Support stopped. This required the wife to regularly leave her husband with the children whilst she attended the JCP to look for work.

Her husband who was over 60 years old, disabled and suffering from memory loss was not fit to look after the children and she was worried about the dangers she was risking in following the impractical instructions of the JCP. The couple were, in fact, entitled to receive Pension Credit and Child Tax Credit, which were more suitable benefits. There was no requirement to 'sign on' and their income would increase by £78.90 per week.

Discrimination is perceived as a contributory factor behind the many recurring examples of 'benefit maladministration' affecting the Somali community. Somali clients have told us that they are often not treated with respect by front line staff for statutory services or listened to attentively as their white UK counterparts would be.

In the course of the year Somali clients have come to us for assistance with various matters including discrimination in housing and employment as well as benefits administration. However, we are aware that many are reluctant to lodge formal complaints and will be looking into effective ways of representing these concerns.

7. CONCLUSION

The Somali community in Hillingdon and surrounding areas face many challenges in settling into life in the UK, often experiencing hardships and stresses both as a result of the events that brought them here and their subsequent experiences in the UK.

There is a continuing high level of need for free and confidential advice, information and practical assistance that can only be partially met by the existing Somali/refugee community organisations and CAB services in the area.

However, the availability of advice and assistance is crucial to efforts to promote social inclusion and community cohesion. The service provided by this project should ensure that Somalis settling in the area obtain their full entitlements, reducing financial worries and homelessness, and facilitating their entry into the job market.

This will have a positive impact on health by providing the income needed to improve lifestyles and enabling families and individuals to feel more in control of their lives.

Future Objectives include:

- To co-ordinate provision of advice with the Refugee and Asylum Seeker Project based in the Hayes CAB office and prioritise those Somali clients with the greatest need for advice in the Somali language.
- To give Social Policy work a greater emphasis in order to address the concerns of Somali clients as identified in this report.
- To encourage feedback on the service from Somali clients and assess service provision accordingly.
- To seek additional funding and investigate ways of increasing the availability of good quality advice and information in Somali in partnership with RASP and other organisations in the community.

APPENDICES

Appendix 1 - Client Profile

Appendix 2 - Client Enquiries - Issues Raised

Appendix 3 - Financial and Non-Financial Gains

Appendix 4 - Client Feedback Survey

APPENDIX 1: Client Profile (1 April 2004 to 31 March 2005)

Profile Question	No. Contacts	%	Code Description
Gender	681	75%	Female
	233	25%	Male
	914	100%	
Age	5	1%	Age 15 or under
	34	4%	Age 16 - 17
	81	9%	Age 18 - 24
	301	33%	Age 25 - 34
	297	32%	Age 35 - 44
	98	11%	Age 45 - 59
	20	2%	Age 60 - 64
	49	5%	Age 65 - 74
	1	0%	Age 75 - 84
	2	0%	Other
	26	3%	No response/not known
	914	100%	
Race	914	100%	Black - African
	914	100%	
Housing Tenure	265	29%	Council Rented
	156	17%	Private Rented
	169	18%	Housing Assoc/Charitable Trust
	20	2%	Owner Occupier, inc Long Lease
	131	14%	Staying with relatives/friends
	43	5%	Bed & Breakfast
	83	9%	Other temporary accommodation
	8	1%	Nowhere to stay
	3	0%	Other
	36	4%	No response/not known
	914	100%	
Disability	294	32%	Yes
	448	49%	No
	172	19%	No response/not known
	914	100%	

APPENDIX 2: New & Repeat Enquiry Issues (1 April 2004 - 31 March 2005)

Issue	Description	Times Raised	%
B00	Benefit Debts: overpayments	5	0.33%
B01	Discrimination (in the admin)	2	0.11%
B02	Income Support	309	20.02%
B03	Housing Benefit	84	5.47%
B04	Pension Credit	10	0.66%
B05	Working / Child Tax Credit	103	6.67%
B06	Social Fund	78	5.03%
B07	Sickness Benefits	59	3.83%
B08	Disability Benefits	175	11.38%
B09	Unemployment Benefit	51	3.28%
B11	NI Contributions	2	0.11%
B12	Child Support	10	0.66%
B13	Council Tax Benefit	12	0.77%
B99	All other benefits	40	2.63%
	Sub-Total	940	60.94%
C00	Consumer debts	44	2.84%
C02	Goods and Services	22	1.42%
C03	Credit and finance	10	0.66%
C04	Insurance	10	0.66%
C99	Other consumer problems	5	0.33%
	Sub-Total	91	5.91%
E01	Discrimination (Employment)	2	0.11%
E05	Dismissal	2	0.11%
E99	Other employment problems	2	0.11%
	Sub-Total	5	0.33%
H00	Housing debts: mortgage & rent	49	3.17%
H01	Discrimination (in housing)	5	0.33%
H02	Actual homelessness	17	1.09%
H03	Threatened homelessness	39	2.52%
H04	Housing costs (excl. arrears)	25	1.64%
H05	Housing conditions	49	3.17%
H06	Environment & neighbour issues	2	0.11%
H99	Other housing problems	5	0.33%
	Sub-Total	191	12.36%
L00	Legal debts	2	0.11%
L02	Legal proceedings	32	2.08%
L99	Other legal problems	10	0.66%
	Sub-Total	44	2.84%

APPENDIX 2: New & Repeat Enquiry Issues (cont.)

Issue	Description	Times Raised	%
R02	Children	7	0.44%
	Sub-Total	7	0.44%
T00	Tax debts: all tax arrears	2	0.11%
T02	Income tax	3	0.22%
T03	Council Tax	3	0.22%
	Sub-Total	8	0.55%
U00	Utilities debts	88	5.69%
U99	Other utilities problems	22	1.42%
	Sub-Total	110	7.11%
XC	Community Care	3	0.22%
XE	Education	7	0.44%
XH	Health	7	0.44%
XI	Immigration	81	5.25%
XM	Miscellaneous	19	1.20%
XN	Nationality	25	1.64%
XS	Signposting	5	0.33%
	Sub-Total	147	9.52%
	Grand Total	1,542	100.00%
	Raised by	914	Contacts

Appendix 3: Financial and Non-financial Gains for Somali Clients in 2004-5

Client Ref	Disability Living Allowance	Income Support	Social Fund	Other Benefits	Misc	Other / Notes	TOTAL
HAY1312		295					295
HAY1313				153		Backdated HB	153
HAY1314		1,212					1,212
HAY1317			470				470
HAY1332	982						982
HAY1341	2,855						2,855
HAY1342				2,382		JSA	2,382
HAY1348	2,886						2,886
HAY1349		5,300					5,300
HAY1350				500		Maternity grant	500
HAY1351	2,363						2,363
HAY1352	2,135						2,135
HAY1353				250		CCG awarded	250
HAY1354	2,943						2,943
HAY1360		779					779
HAY1361				1,565		JSA	1,565
HAY1362				5,483		Pension Credit	5,483
HAY1363				50		Council Tax	50
HAY1364		293					293
HAY1366	180						180
HAY1367				5,400		CTC	5,400
HAY1368					256	Housing repair bill reduced	256
HAY1382				343		Discretionary Housing Payment	343
HAY1404				946		CCG	946
HAY1412				525		Full HB restored + arrears	525
HAY1417				1,193			1,193
HAY1422				1,521		CTC arrears	1,521
HAY1445				401		HB +CTB	401
HAY1447				215		CTC back payment	215
HAY1448					1,330	CSA re-adjustment	1,330
HAY1451						Travel Docs lost & found & returned to client	-
HAY1457				310		HB backdated	310
HAY1459				554		CTC	554
RSU277	1,628						1,628
RSU293						Bailiff action suspended for 28 days	-
UXB363					55	Water debt written off	55
UXB364					56	Incorrect gas bill cancelled	56
UXB365				1,050		HB underpayment corrected	1,050
UXB368						Reduced utility payments from £67 to £45 monthly	-

Client Ref	Disability Living Allowance	Income Support	Social Fund	Other Benefits	Misc	Other / Notes	TOTAL
UXB369						Interim housing provided	-
UXB370		2,894					2,894
UXB371				4,231		CTC	4,231
UXB374				35		CTC	35
UXB375					1,201	Overpayment written off	1,201
UXB376				466			466
UXB377			100				100
UXB381			880				880
UXB382					300	Housing repair bill written off	300
UXB383		450					450
UXB384					96	Housing repair bill written off	96
UXB388			148				148
UXB392				1,665			1,665
UXB394						Affordable repayments of £100 arrears on gas bill	-
UXB396				991		HB	991
UXB401					400	HB	400
UXB402			970				970
UXB405						Client re-housed	-
UXB408			600				600
UXB412		450					450
UXB414			200				200
UXB415						Change of immigration status	-
UXB418		2,894		8,725		IS & CTB	11,618
UXB419				842		CTB	842
UXB421				766		CTB	766
UXB335				3,721			3,721
UXB350		223					223
TOTAL	15,972	14,790	3,368	44,283	3,694		82,107

Key:

- HB = Housing Benefit
- CTC = Child Tax Credit
- CCG = Community Care Grant
- CSA = Child Support Agency
- CTB = Council Tax Benefit
- DHP = Discretionary Housing Payment
- JSA = Job Seekers Allowance

Q6. Did we treat you fairly at all times?

PLEASE TICK ONE BOX

100% Yes 0% No 0% Don't know

Q6a If you believe you were treated unfairly due to e.g. your ethnic background, sex, religion or any other reason please tell us briefly what happened.

0% Responded

Q7. Would you recommend us to someone else if they needed legal help or advice?

PLEASE TICK ONE BOX

85% Certain to 0% Unlikely to
15% Likely to 0% Certain not to
0% Undecided

Q7a. Please give your reason(s) for your answer to Q7.

8.7% Responded

Q8. Was the result of your case better, worse or the same as we had advised you?

PLEASE TICK ONE BOX

88.9% Better 11.1% Same 0% Worse

Q9. Please tell us how you heard about our organisation and whether it was easy or difficult to make initial contact.

30.4% Responded

Q10. Do you have any further comments or suggestions that may help us to improve our level of service? Please continue on another sheet if necessary.

17.4% Responded

Thank you for completing this questionnaire. Your responses are completely confidential. However, if you would like us to contact you to discuss any of the issues raised, please complete your name and address below.

IF YOU DO NOT REQUIRE US TO CONTACT YOU PLEASE LEAVE THIS SECTION BLANK.

Name: 52.2% Responded

Address: _____
