

## **MEMORANDUM**

**To: Chief Executive**

**From: Head of Support Services**

**Subject: Memo to EAC re Claudette Allen**

**Date: 19 May 2005**

I didn't quite follow the point in your memo about Claudette's post not being critical.

I am the person picking up most of the extra workload due to her absence. eg today I spent a half day travelling and conducting a review visit in East London. I have a list of 3 overdue review visits in the South East (2 of which are widows who are receiving large payments so should be visited sooner rather than later) and more will be added to the list every month.

If it were not for lack of personnel to carry them out, many more review visits would be arranged – they are often requested by trustees and I end up doing a telephone review, even though this is not as satisfactory as a home visit (hence the purpose of the RSW post in the first place).

I am also regularly dealing with requests from registrants in the South East that she would deal with were she able to work. As 139 of our approximately 500 beneficiaries live in London and the South East, it is a reasonable assumption that almost a third of the casework I am dealing with on a daily basis would also be dealt with by Claudette.

Because of this “extra” work I am not coping with my workload, despite working in excess of 45 hours every week. The pile of not-yet-done-things is growing, including recruiting an Assistant and a North West RSW – as I cannot keep the core work of the organisation - grant applications and reg pay - ticking over I am not able to deal with my own core work, including the development of support services such as “events”, better services for the bereaved etc.

If she is not replaced, on a temporary or permanent basis, within the next three months then the Trust will effectively collapse, as I cannot keep up this level of work and, without my current levels of involvement, the processing of one-grants, correction of erroneous regular payments and scheduled reviews of fixed-term additional regular payments will cease, causing avoidable errors in and disruption of regular payments to registrants and failure to deal with urgent, one-off needs.

Jude Cohen  
Head of Support Services  
19 May 2005