

Local Offices Report					
Appendix 3 Overview & Scrutiny					
Council Tenant	Type of enquiries	How often use Office	Internet	Phone	Comments
NO	Council Tax, Boundary Dispute, Grass Cutting	As & when needed	No	Yes	I do not want to travel to Grays, prefer Face to Face, girls have good local knowledge which a hub will not
NO	Benefits, Etc	Few times	No	Yes	Office is valued in community, sure that our community stand united in saying that we value all that the staff do on our behalf
YES	Rent, Repairs, Benefit, Carers	2 weekly	No	Yes	Vulnerable adult with learning disabilities need support of of staff at Stanford office
YES	All enquiries	Often	Yes	No	Use stanford office as I can walk, single parent can't afford fares to Grays
YES	Letter	?	?	?	To close Stanford office blinkered approach to the local people, do not agree with decision to close
NO	Letter	?	No	?	Would struggle to get to Grays, will contact local councillor
YES	Letter	?	?	?	Please do not close, customer service is very good and staff are out of this world
NO	Letter	?	?	?	Disagree with closure, Substanual part of corringham
YES	Letter	?	?	?	Disabled Resident, cannot travel to Grays, Phone system is appalling, office is god send to OAPS
YES	Letter	?	?	?	Learning Disabilities, want to keep the office open all the time as it is near
YES	Letter	?	?	?	Strongly disagree to the closure of Stanford office
NO	Any issue - Benefit	?	?	?	Queue for long time @Grays, to close Stanford would create hardship for local community
YES	Rent, Bin Collectio, Planning, Use phone for repairs, General Advice, Housing App	Frequently	No	Yes	Have small children do not have time to go to Grays, office offers fantastic service I would be lost without it
YES	Rents, Benefits, Repairs, Bin Collection, Complaints, Housing App, Re-Reg Form	Regularly	No	No	I don't have confidence to travel on public transport, log repairs at office as can't make outgoing calls, I am elderly and need help from this helpful lovely office
NO	Housing Benefit	1 @week	Yes	No	Inconvenient to travel to Grays, staff are helpful & efficient, never get response from Grays, crazy to shut office
YES	Housing, Council Tax, Overpayments	Every few weeks	Yes	Yes	Prefer Face to Face, many people depend on office, not everyone is able to get to Grays
YES	Rent, Repairs, Benefits, Housing Re-Reg	4 - 8 weeks	No	No	Concerned about going to Grays, Prefer Face to Face
NO	School Dinner, Council Tax, Provide doc for Housing Register & Benefit	2 weekly	Yes	Yes	Prefer Face to Face, Queue on phone, long queues at Grays, walking distance to Stanford office
NO	Housing forms, Housing queries	several times @ Month	Yes	Yes	Prefer Face to Face, staff useful, helpful & knowledgable
YES	Rent, Repairs, Benefits	Once a Month	Yes	Yes	Main switch board not always helpful, wait long time on phone for repairs
NO	Enquiries on behalf Dad 91 years	Often	No	Yes	Closure would be a shame for elderly & Infirm and detrimental to Local community
NO	Council Tax	First time	Yes	Yes	If people knew about the office more would use it
NO	Benefit & General	Weekly	Yes	Yes	Wage slips have to be verified and issued with receipt by Local office
YES	Benefit & Rent	2 weekly	No	Yes	Against closure
NO	Housing Benefit & Council Tax	1 - 2 @Month	Yes	Yes	Long queues at Grays, should open more offices not less. Thurrock Council is about growth
NO	Report Potholes, Dog Waste Etc	Often	No	Yes	Only got Mobile on Pay as you go which is expensive to use. Office essential to growing community which has less and less amenities
YES	Repairs, Rent, Coucil Tax	Every Week	No	No	Only got Mobile phone and will not be able to use freephone number without being charged, can't get to Grays do not have a car get a bus is not easy with my disabilities
NO	Blue Badge, Bus Pass, Care payment	6 Months	No	Yes	Girls are very kind and helpful. People in this area will be at a great disadvantage if this office is closed
YES	Rent, Benefit	6 Months	No	Yes	Prefer to come into office to get job done properly, would be unable to get to Grays
YES	Collect required forms & hand them in	Monthly or when required	Yes	Yes	Cannot hand in forms via Internet or phone. Closure of office is ridiculous. Many elderly people in area & very handy friendly office. Would need to travel to Grays and pay parking
NO	Housing Registrations, Available properties	Once a week	Yes	Yes / Mobile	I hand in documents that have to be verified, which can't be done on the Internet, I do not want to have to travel to Grays & pay to park
NO	Housing Applications	Monthly	Yes	Yes	I use the office as it is nearest to me and I find it very useful & helpful
NO	Garage Rent & Problems	When needed	Yes	Yes	Don't close the office, the staff are always very helpful & friendly. I tried to phone main office and was put on hold for 20 minutes, so using the office is much easier!!
YES	many - 73 year old mother is disabled	once a week	no	no	only just moved to area, keeping this office open is very important
YES	rent,repairs and all other general enquires	most frequent	no	no	wrong to close office,harder for elderly and dsiabled people to get to grays and a lot of waiting around in grays
NO	housing/council tax benefits and enquiries	As & when needed	yes	yes	office invaluable to residents makes things so much easier, people on benefits can not afford to go to grays.
NO	council/housing benefits,talking to southern housing	once every 2 months will become more frequent as moved into area	YES	YES	not convient to go to grays due to health problems, office provides face to face contact with landlord southern housing
YES	All enquiries	When needed	No	Yes	To old to use Internet, like Face to Face, I will not be able to get to other office, disabled tenant
NO	Housing	Often	No	Yes	Disabled Resident, cannot travel to Grays
NO	Housing, Benefits, General	Weekly	No	Yes	Office have been helpful with own situation, personal problems, joint tenancy etc, Stanford is helpful and easier to get to for paperwork & Face to Face contact
NO	Housing & Benefit	Depends	Yes	No	Against closure
NO	Housing Issues	Depends	Yes	No	Work Internet, Corringham staff are all so helpful it is so pleasure to go there, keep Corringham office open
NO	Help with mothers housing benefit	often	no	yes	staff are very helpful
YES	reporting housing repairs	once a week	no	yes	costs money to phone grays waiting time 12-15 mins, this office is a big help to me
NO	council benefits	whenever we have a query	yes	no	a lot of performing arts students have applied and need this office due to location, be a shame to close it,don't have the time to travel to grays every time we have a query
NO	housing benefits	regularly	yes	no	used by so many locals who would struggle with the commute to other centres,open hours are restricted would be impossible to get to another office
YES	Repairs & Information	Regularly	No	YES	Office has always been very friendly, polite & helpful. Would now have to go to Grays have mobility problems would be inconvenient and have to pay for parking
YES	Repairs, Documents	One/two times @ month	No	Yes	Takes a long time to get through on the phone, prefer Face to Face, Local Office are always very helpful. Would have to pay petrol & parking to go to Grays. Plus extra time for travelling and queuing.
NO	Education, Housing, Benefits	once a month at least	No	yes	Epilepsy, lady commented verbally hope it doesn't close

YES	Rent & Repairs	Once a Month	No	yes	Documents can't be produced over the Internet, Phone calls are only useful when you speak to someone who knows what they are doing.Tenant is deaf & has mobility pblems. I am Disgusted proposing to close office. Many occasions
NO	PDSA forms,bring in benefit information to be verified	once a week	no	yes	like to deal with people face to face,husband unable to use telephone and registered disabled,cant spare the time being passed around on phone lines to reach anyone who can help
NO	havent had to make any yet		no	yes	havent had to use the office so far but it would be very useful if needed to its better to talk to someone face to face than on the phone
NO	general enquiries decant hone enquires right to require enquiries	once monthly	yes	yes	Against closure
NO	rent council tax benefits see southern housing	As & when needed	no	yes	I have used office a lot its better to talk to someone face to face than on the phone,if this office closes I will have to get on a bus
NO	about rent poll tax and anything about house	about 5 times	yes	yes	have heart problems and arthritis, against closure
NO	Housing & Benefit	Monthly	Yes	Yes	Trying to phone Benefits is impossible, Staff are friendly and knowledgable and deal with problems in a very helpful and professional manner
YES	Housing	When necessary	no	yes	Disabled Dystonia & Spondulitis,As good as Grays office is, the volume of people that will go there will mean as well as travelling to Grays I will probably spend all day in the office waiting to be seen. Would be very inconvenient to all especially people in wheelchairs. You will not find more helpful staff than the people of Stanford office.
YES	Rent & Council Info	Quite a lot	no	yes	Would be a shame for it to close it is much nicer to speak to Face to Face rather than a call centre
YES	Rent pproblems & advice	Occasionally	No	yes	Please don't close the office its nice to talk face to face rather than on the phone
YES	Rent issues, complaints, Advice	Once a week	No	yes	It handy have local office to go to, nice to talk Face to Face
YES	Icorus All Sorts	Once a week	no	yes	Tenant has Parkinsons, aginst closure
YES	rent	when I need to	no	yes	why are they always pensioners making it harder for them to get around and live a life, against closure
YES	rent,council tax	twice a year	no	no	tenant is deaf, has visual impairment and mobility against closure
YES	mainly about rent quickly sorted out for me	Not very often	no	no	Find it easier to talk face to face with someone rather than on the phone, only have a mobile
YES	Lots different things	2 weekly	No	Yes	Front desk ladies are always ready to help and are very helpful & I don't know how I would manage without their help
YES	Forms for housing, complaints, advice, documents for photocopying	not regularly	No	No	Only got mobile phone, have been into office to report pot holes & lights not working, its disgusting as lots of older folk are a lot worse off than me.
YES	Allsorts	Not very often	No	Yes	Against closure
YES	Various	Not often	Yes	Yes	Mobility difficulties, usually phone local office because phoning anywhere else takes ages for any response. Great pity this office should close. There are lots of elderly people and young mothers that are unable to keep phoning etc because of costs. I fail to see how when something is working OK, why change it
YES	none	Don't use it	Yes	Yes	Mobility, No comments
YES	Varies	Once a Month	No	No	Against closure
YES	I take in forms I don't understand, SHO cannot help with financial problems	Whenever I need to	No	Yes	Whenever I have needed to go to the office the staff are vey helpful
YES	Allsorts	Weekly	No	Yes	The office helps me out a lot
YES	Rent	Once a month	Yes	Yes	Mobility
YES	All Council related	Everyday	No	No	Disabled Arthritis, COPD. I love the people at the stanford office, so helpful helped me as much as they can with moving into my new house. Would be lost without office due to disabilities couldn't get to Grays, long waiting time for Grays on the phone
YES	Repairs, Benefits,Complaints.Disability help	Weekly	No	Yes	Mobility, Epilepsy. Please don't shut it, just don't want it to shut. No car how do we get to Grays. I like Face to Face
YES	Rent, Complaints, Council Tax, Housing	2 to 3 times a day	Yes	Yes	Prefer Face to Face, I can't get to Grays as I don't drive and the office is right near to my home. How are disabled & elderly people supposed to get to Grays which is our next local office. If you shut it down you are Idiots. All you want is to save money. think of people who can't get to Grays.KEEP IT OPEN
NO	council tax,disabled badge	2-3 times a month	yes	yes	against closure, son has disabilities
NO	ask about transfers	not often	yes	yes	quite detrimental to a lot of elderly residents,more at ease discusing issues face to face,office easily accesiable residents will be cut off if office closes.
NO	benefit enquiries when there is a rent/pension change also southern housing enquiries	regularly	no	yes	have difficulty in hearing,use stanford office regularly, 85 years old prefer to deal with issues face to face rather than on telephone, local office is so easy to reach,considerable inconvience to me if the office was to close down and to others in the area of the same age
YES	rent,council tax,housing repairs.	2x weekly	no	yes	struggle to get through to grays waiting time 15 mins, have physical disabaility,still waiting for contact about repair, how am I supposed to contact the council with this office closed.
Support Worker	Housing Benefit, Bus Pass & Housing Apps	Once a week	Yes	No	I am against the closure of Corringham, Grays is too far for people to travel. Prefer Face to Face.On the phone you are passed around to different departments or can't get through. As a support worker it is crucial to encourage people to do things for themselves. To visit the Corringham office about a query will be the only contact my customers may have
NO	lease holder repairs to flat	once a week	no	yes	can never get through to grays- no one else phones back,office only point of call, what is reason behind closing this office,lot of people in area who are dependant on this office, please keep it open
NO	housing benefits	quite frequently	yes	no	been to grays previously - they didn't understand about what performers college students are entitled to so was a very long process where corringham are much more efficient and understand about the students and local area
NO	Housing Benefit, Bus Timetables,Bin Collection, Rubbish clearance, various	3 - 4 times a year	No	Yes	Disabled resident, I do not like Internet, like to talk to a person, We don't hae a Police Station and now you are trying to take our local council offices. We don't all have hours to spend travelling to Grays, neither are we all fit enough to wait around for buses etc, to see a person.
YES	All enquiries	1-2 times a Month	No	Yes	More convenient to visit here than any other office, no internet access in East Tilbury from providers, I frequent the office a lot and find the staff helpful and the office is always open
YES	Rents & any information	twice a week	No	Yes	Tenant dyslexic, prefer Face to Face, can never get throuh on the phone, always a long wait for repairs. The office is more helpful and my requests are dealt with straight away. Cannot get to Grays as bus fares are too expensive. Office has been here for our help for 27 years and would be greatly missed. The help and info from the girls at the desk is most efficient. Fantastic help at all times
NO	Housing Benefits	All the time	No	Yes	Use the office to put paperwork in, when phone Grays the office have days they are not taking calls and you need to come to Stanford office to sort it out, cannot wait 24 hours for a call back.This office is very helpful and handy for people that cannot get to Grays. I use this officefor myself and old boy who lives down the road.
NO	Housing Benefits & general enquiries	Twice a Month	Yes	Yes	Disabilities - bad back, against the closure of the office

NO	Housing Benefit	as and when needed	No	Yes	I disagree with the office being closed. The office is local and easier for me to get to as I have a small child. Also the staff at this office are very helpful they always do their best to help you with any problems you may have as Grays office is nowhere near as helpful
NO	Benefits, Schools, Housing	1 to 2 times a month and when need help / advice	Yes	Yes	Registered Blind, I am against the closure due to disability I find it very difficult to get to Grays and need to pay. Staff here are more helpful, get to know local people better. I am also new to area so need local support. Long queues at Grays. I am Southern Housing tenant if this office is closed I would have to go to Suffolk office.
YES	Repairs, Complaints, Any concerns	Everytime	No	Yes	The staff at my local office are always very helpful and deal with my concerns immediately and if it is not possible to be dealt with immediately they always keep me updated with progress. Previously I have called the Grays office and been passed from department to department and had very poor service. I feel very strongly that my local office should stay
YES	Housing Enquiries, Repairs	As needed	No	Yes	Impossible to ring council at Grays & passed from pillar to post, so much easier to call in the office & talk Face to Face than try & phone in
NO	Housing Benefit, Council Tax, any advice	Whenever I need advice	Yes	Yes	Please call me 01375 769109 if you need to hear my reasons why Corringham office should remain open. Please, please, please do not shut down Corringham office.; Grays is a nightmare, unhelpful & rude. Ladies are lovely at Corringham it would be devastating if it wasn't there anymore.
NO	Council Tax	Now and then	No	Yes	Resident is deaf, could not get through by phone, after 3 hours I came to Corringham office, excellent service
YES	Rent payments, handing in info	1 a week	No	No	Due to location this is a convenient office
NO	Blue Badge App, Council Tax	Whenever necessary	No	Yes	Mobility difficulties, had brain op & stroke. Rather deal Face to Face, cannot read & write properly Ladies always help with filling in forms, I do not want the office closed as it is convenient especially when I require the help
YES	Housing, Repairs	Regular	No	No	If you close the office I wouldn't be able to travel to Grays because of domestic violence issues
YES	Benefits, Repairs, Most enquiries	Twice a Month at least	Yes	Yes	This office is very useful here and the workers are always happy to help as much as they can, against the closure for reasons given
YES	Rent, Council Tax, Housing	1 or 2 times a week	No	No	It must stay open, I cannot get into Grays very well. This office is a must for the community
YES	Change of Circumstances	3 or 5 times a year	Yes	Yes	I am against the closure. The staff is always helpful and close. It is much easier to explain problem face to face than internet or phone. I would love the office to stay open
NO	council tax	Occasionally	yes	yes	against closure
NO	everything regarding tbc, housing benefits	very often	yes	yes	have mental health issues, this office is an invaluable service that fulfils a vital role in the area, I suffer from depression and anxiety and being able to go to a local friendly service for face to face advice is extremely important to me, closing this office is a ridiculous notion and I will be contacting my mp on this matter
NO	council tax, housing benefits, various forms, documents to be photocopied.	every couple of weeks	no	no	face to face very important locally for people who are not in a position to travel cant afford to, feel closure would be a big loss feel most people rely on this office they feel secure in the knowledge they can talk to someone face to face with easy access.