



FILE  
MFF

10 DOWNING STREET

LONDON SW1A 2AA

From the Private Secretary

3 April 1990

Dear Roger

COMMUNITY CHARGE BENEFIT FORMS

The Prime Minister was grateful for the research which you did following the Daily Mail letter about Hammersmith and Fulham's benefit claim form. She accepts that local authorities must be responsible for the design of their own forms but is concerned that people who are not used to form filling will be intimidated by forms like the one you enclosed and that when they see long and complicated forms like this are as likely as not to blame central government. She would be grateful therefore if you could consider with the Forms Design Unit whether a better and clearer "model" form could be designed (with notes that are simpler to understand and at the same time give clearer and more comprehensive instructions than Hammersmith and Fulham have managed), with a view to issuing such a "model" form as guidance to local authorities.

A copy of this letter goes to Malcolm Buckler (Paymaster General's Office).

Yours ever

Dominic Morris

Roger Bright Esq  
Department of the Environment