

c/o C.P.A.G.

1, Macklin Street

London W.C.2

Dear Mrs Haslam,

I feel very concerned that I had to leave Salford without being able to sort out your lighting problem. I just had to get back home, as among other things the car had to be returned.

I rang up lots of people and I only hope that something will be done very quickly. Would you let me know what happens on Monday?

I do hope your little boy is feeling better. I have thought of him all week-end, particularly since I had bronchitis and knew something of what he was feeling like.

I feel so ashamed that I was unable to get help immediately, - it's no use you saying to me as you did - 'Its not your fault' - of course it is. Its everyones fault who allows such a rotten society to develop where such dreadful things can happen to people, and for some strange reason is incapable of putting it right.

Do let me know, and in the meantime I will do all that I can from this end.

Yours sincerely,

Marie Brown.

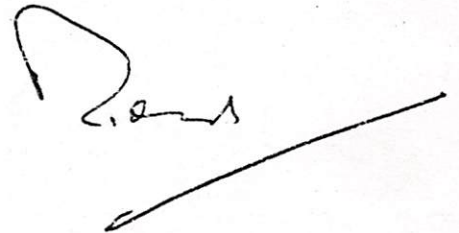
4th July, 1972.

Dear Brian,

Mr. and Mrs. Haslam

This case has now been investigated and I attach an official letter I have had from Harold Collison. As you will see, it is a much more complicated story than Marie Brown imagined. Would you please pass it on to her.

Yours,



Professor B. Abel-Smith.

For Brian (B III)

Dear Brian

Here at last is the formal reply.
What a tragic story. May at least
Admit the delay

Yours
Brian 6/6/72

CONFIDENTIAL

PROFESSOR ABEL-SMITH

16th May 1972

Dear Brian,

Mr. and Mrs. Haslam

Thank you for your note about this case. On the face of it it looks pretty awful and I am asking for a thorough enquiry. Please tell Marie Brown that I am having it investigated.

Yours,

David
Any more
it is being
investigated
David

Joan Greenfield
91 Edward St
Lawn Broughton
Safford - ?

Dear Mrs. Burn

I am sorry I have not wrote
to you before only you see I have been so
busy as my daughter got married on Saturday
she has come back home now with her husband
he is a very nice and thoughtful boy.
by the way you may wonder why I use the
name Greenfield well you see I have had the
Horton charged with Giovanni's bodily harm to me
what I cant. talk.

oh thank you most kindly for what you sent to
me you are a truly wonderful person I really mean
it. and I would very much like to see you
again and you could see what he has done to
me. somebody did come to see me 3 weeks
after you wrote to me this time and they
said that they might help to pay the electricity

P.T.C

till he I wish would and see the man and
write in and ask if I could have a grant-
towards it. as I think they might help
don't you. as don't forget if you are down
this way please call I don't go out at all
I can't now anyway. with only one good leg
and arm and head injuries I am still
under support hospital.

well I hope you are in good health look
after yourself and our again thank you
for all you have done for me and my
children. as till I see or hear from
you again cherish you very
- while love

NOTE NAME of Greenfield

Dear Mr Brown

Thank you very much for your letter
of concern. you ask what happened on monday
well as I thought- nobody has been near my
house so I am still as you ~~left~~ left me only
more depressed than ever. all the children have got
Bronchitis now and to top it all my little girl went
in hysterics Tuesday night because a mouse was
scratching on her bed and would not stop.
by the way you know my husband is working
now. do you know what they have done. they have
put him on emergency code. he only drew \$13-
25" after working overtime nearly every night that he
then he get on the dock he get \$13-65. from them
if they given him no heart to work his wage was
~~\$20~~ \$20-0-0 so you can see how much they stole
him he is really sick I can tell you. we don't
seem to be able to get any help from anybody I
don't know why we have never asked anything
of anybody. well I can't think of anything
else to say except I am at my wits end
with it all. I can't even get a loan to
P.T.O

Pay the electricity bill.

Well I will close now I am so fed up
hope you can do something from you end.

J Haslam

HASLAM
91 Edward St
Salford

~~Has~~

PRIORITY
BY HAND

NEWARY BENEFITS COMMISSION

NEW COURT
CAREY STREET
LONDON WC2A 2LS
TELEPHONE: 01-405 8737

Form MPB 399

29^A June 1972

Dear Richard

Thank you for your letter of 16 May about Mr and Mrs Haslam of 91 Edward Street, Salford.

Mrs Haslam now wishes to be known as Mrs Greenfield. She and Mr Haslam cohabited together for some 9 years but the association has been broken following a serious assault on her by Mr Haslam for which he is being prosecuted. Mrs Greenfield and her three dependent children (together with a married daughter and her husband) continue to live at 91 Edward Street, Salford.

Mr Haslam and his dependants have received national assistance/supplementary benefit for a total of $5\frac{1}{2}$ of the past 20 years, mostly in respect of periods of unemployment but also during spells of sickness and imprisonment. He claimed again in March this year and received payment through the Employment Exchange. Payment ceased in mid-April when Mr Haslam took up employment. On 29 March, however, the local social services department had telephoned our local office to say that the family were in difficulties and that their electricity supply had been cut off. Unfortunately we did not arrange to visit the home to assess the situation until 18 April: and then, although a notification was sent to Mr Haslam that our officer would call on that date, there was nobody at home. As the Employment Exchange had by now informed our office that Mr Haslam was in employment, no further action was taken at this stage.

On 21 April Miss Brown telephoned Anna about Mr Haslam's case. An officer subsequently called at the home on 9 May and it was confirmed that the electricity supply had been cut off. In view of the fact that Mr Haslam was back in full-time work he was informed that any help to reconnect the supply (it would have been a payment for urgent need under section 13 of the Ministry of Social Security Act) would have to be refunded. He was also asked to get in touch with our office if he wished to receive a payment on this basis.

E. R.

Nothing more was heard from Mr Haslam, but on 23 May Mrs Greenfield wrote to say that she had now disassociated herself from him and enquiring whether she could receive help in her changed circumstances. After first contacting the local social services department about the current situation our officer visited Mrs Greenfield on 1 June. He found her in a distressing condition following the assault on her. As there were now no wages coming into the household, a special payment of £25.47 in respect of electricity arrears and £45 for the purchase of clothing and bedding were made that day. Arrangements were also made with the local social services department to supervise the spending of the payment for clothing and bedding.

Mrs Greenfield's requirements are currently assessed at £11.58 a week (the scale rate of £5.80 for a person who is a householder, £2 for her eldest child, £1.70 for each of the two younger children, and 38p for rent - her son-in-law and daughter are assumed to contribute the remaining 29p). Her only income is £1.90 family allowances, and she is therefore entitled to a supplementary allowance of £9.70 (rounded up from £9.68).

It is greatly to be regretted that there was some lack of urgency in dealing with this case while Mr Haslam was still head of the household, but the local office will be keeping Mrs Greenfield's circumstances under close review - in conjunction with the social services department - to ensure that she continues to receive all the help possible.

Your sincerely

Harold Holman

Mr. & Mrs. Haslam 91, Edward Street Salford.

Circumstances as at 20/4/72

3 children aged 5, 4, 3.

Unemployed for 6 months

Income £13.65 U.B

1.90 F. A
15.55

Rent £1. 50

Electricity cut off 3 ~~xxx~~ months previously outstanding bill £20.60

applied to Social Security for help 'If we pay your bill we might as well pay everyone elses' 'We will pay as a last resort' - 4 weeks previously had promised to visit but had'nt come. She had a notification that she would be visited on the previous Tuesday 13/4/72 and had stayed in but ~~xxx~~ no-one came.

Had been to Social Services Department the week before Easter who had said that if she had'nt heard anything in the following two weeks they would come and see her, but again no-one had been.

Mr. Haslam had started work the previous Thursday, had applied for a grant to buy shoes to go to work in. This had been refused.

Mrs. Haslam had been in hospital for termination of pregnancy as she had thrombosis, she had a hysterectomy at the same time. This seems to have been the start of all their troubles. She had always avoided having 'tick' at the local shop but whilst she was in hospital the man from the corner shop went over to see her husband and said 'don't go short whilst the missus is away I can always let you have something'..... 'It started with bits and bobs, then it got to £3 now it's £14....if only I could get rid of that bill I would be happy'

When I arrived she was sorting rags to sell so that she could buy some food or candles or coal. When I returned she was in despair she had only got 10p for them with which she had bought a loaf. The children had only eaten bread and jam for the past two days and Mrs Haslam had eaten nothing. 'I don't care for myself, I feel to sick inside to eat anyway ...its the kids. I had a rotten life, I was'nt brought up I was dragged up, and I'm determined it's not going to happen to them. I've never known worse times - there has always been something I could turn into money, but there is nothing left. I've even sold my wedding ring, and my shoes'.

'It's a trap - once you get in you can't get out, all I want is to get out of debt and get the coal delivered instead of these 6/- bags, I spend a small fortune on candles, they are still 2¹/₂p each and we use about 8 every night. I don't like asking for anything, I feel very embarrassed, but its impossible to even think of paying the electric bill, they said they would reconnect me if I paid $\frac{3}{4}$ of bill, but it is impossible to find it. I must get my rent book clean

in case they rehouse me - they won't look at you if you have'nt got a clean rent book. (Rent 71p paying off arrears fortnightly)

'I've no heart to do anything, I dread the nights without light, on the other hand I can't wait for the day to end'

The house was due for demolition and dreadfully cold. When I returned the following day to see if anyone had been to visit from D.H.S.S. the eldest boy had been sent home from school with bronchitis, and sat huddled in a chair - there was no heating at all. D.H.S.S. had still not been.

I spent about 40 minutes on the admin merrygo-round trying to find someone who could deal with the case at the local office of D.H.S.S. eventually got an assurance that they would visit on the following Monday (24/4/72)

'There is no guarantee that she will get a grant when we visit, and by the way we had always intened to go on Monday so the fact that she is on mondays list is not due to any intervention on your part'

Visited Social Service Dept. - told tale to district social worker - very sympathetic would probably visit on Monday, could'nt move her to go then.

Telephoned Barbara Starksy - did'nt see what she could do since Social Services dept. at Salford very good.

Letter from Mrs Haslam posted 27/4/72 - No-one had been.

636/0629. - Q'aine at Colchester. (I didn't select it for my sub. sample).

636/0649 - Will send to Mansfield Place otherwise Lesley Jackson may be delayed in post, if I include it.

636/104

947/1102 - Sent to Dennis 15/4/72.

949/?719 - Must be @ Colchester.
I only had 2 of 949 which Trevor brought you. viz: 949/1979
- 0579.

I also have some L.W.E.:-

(will drop them round to Mansfield Place - think I have to go up on Friday.)

636/1019 - followed up.

" 1689

" "

635/186.

v. low pay just over our limit.
not re-visited.

635/1289

" "

" 0459.

" "

MOVED.

" 0319

" "

House boarded up.

636/1359

" "

Demolished.

" 1469.

" "

MOVED.

635/1999

Followed up.

635/0029

NOT

"

"

- my only Refusal.

Mr. H. has only 1 shirt + no trousers to his name,
only 1 pair of jeans.

Applied for grant for shoes to start work, wouldn't
give it to him.

Started work 14/4/72. £20 gross. - labourer,
i.e. hadn't offered him a job - he had worked
there before & someone told him they were
taking men on again.

The clothes she ~~has~~ gets from the clothing club
are expensive + no good! (3 pairs knickers for
little girl £1.50!)

"It's a trap once you get in it you
can't get out." - if I could just get rid of
shop bill I would be happy.

Never had a holiday.

Cooked meat - very often goes all day without

"I have had nothing since ~~dinner~~ before yesterday
- I don't care if I go hungry, as long as kids are
OK. - nobody can say I starve them"

"I had a rotten life - always 'half starved' - my
kids are not going to be the same - dragged
up - not brought up - but it's happening - it's
happening to them"

In the naive belief that all that was
necessary was to identify a problem, find
an agency capable of dealing with it, and
bring the two together, I promised to help.

I rang local office after being passed from one to another, I was finally told that the matter would be dealt with as and when they could. I totally failed to instil any sort of urgency.

I rang Mrs Lowe at D.H.S.S. who said she would get on to the region at once and ask them to visit.

Returned to tell Mrs Haskins help on its way

FRIDAY.

22/4/72 Called to see if all well -
No one had been.

Got back to local office - They were going on Monday, ^{25/4/72} + had always intended to - in no way connected with anyone I might have contacted. (I told them they had an admin problem as I had seen notification for visit on 18/4/72)

Went to Social Services dept. - told Kate to area S.W. v. sympathetic. Notably non-committal said she would put her on list for Monday afternoon!

Now, I had a car. enough money to be able to spend 62p. on phone calls, enough nerve to stand in a box for whilst a queue of 4 gathered + the nerve to say ring me back when my money ran out, whilst I went on the admin roundabout

week I'll come + see you - hasn't been.

Whilst Mrs H. was in hospital her husband started 'kick' at local shop - something she has steadfastly avoided - "it started with a few bits + bobs - then it got to £3 until it was £12 - if only I could get rid of that I would be happy."

She is in a clothing club to which she is supposed to pay £1 per week but lately has been paying 25p per fortnight.

Rent is 14/3 (and I might say very expensive for this was a crumbling house) - she is paying £1.50 per fortnight to pay off arrears - "I must get my rent book clean in case they give me a new house" (13 years on list!).

Buy coals in 30p bags as and when she can
Candles 2½p each - 8 per day

The children had only had bread and jam for 2 days when I arrived. There was nothing at all to eat in the house and no money.

The housewife has pawned her wedding ring, sold her shoes and only had slippers and the clothes she stood up in left.

I've no heart to do anything - I dread the nights, on the other hand I just wait all day for it to end.

3 Children - Aged 5, 4, 3

Mrs Haslam - 38. - 19 Edward Street - Salford.

Mr Haslam - 39?

21.4.72

I called to interview A.M. - Mrs Haslam thought I was from D.H.S.S. as she had a note saying a visitor would call on Tuesday 18/4/72. but hadn't been.

Mrs H. was in a state of quiet despair. Electricity had been cut off 3 months ago since when their only light had been from candles when she could afford them. The house was unbearably cold, and it was much warmer outside. Mrs H. was sorting rags to sell which she later got 10p for.

Mr H. had been out of work for 6 months and drawn £13.65 + £1.90 F.A.

Mrs H. had been in hospital for termination of pregnancy as she had thrombosis - "they sterilised me at the same time. I have had pains ever since and feel nervous and depressed".

Asked D.H.S.S. for help with elect. bills ^{£20.60.} - they said "If we pay you we might as well pay everyone else" - we will pay as a last resort. - This was 4 weeks before - since when she has been waiting to hear.
Asked "Welfare" ^{end of Mandy.} if you don't hear by Tuesday

Peter - I'm going back to this
one too.

Salford.

636064 Audrey 22 Joseph 20 Michel 1 Paul few months.

Was paying £1 per week for a privately owned house which was very damp - so damp that even the electricity was affected, one day when they switched on the light the ceiling fell in, they had to leave the house and go and live in fathers house 6 miles away, during this time their furniture was stolen and someone burst the water pipes and it was flooded. During this time they had to continue to the rent until after 2 months they got a 'closure order from the City Engineer'. They had to wait 3 - 4 months for the council to rehouse them, they wanted a house but were offered a flat on 11th floor this they refused on account of the children and were told by the council that would have to go back on the list - they got on to Citizens Advice Bureau who took it up with Salford Council and eventually were rehoused in a 2 bed-roomed 1st floor flat at rent of £2. 6.0 per week. They had no furniture to in with and were not repaid any rent for the time their previous house was unoccupied.

Hire purchase debts of £121.10.0 - they have a scheme whereby they go on paying £1 per week and can keep adding to their credit without the weekly payment being increased.

Average take home pay £19. 4. 0

Screened out because of 8 weeks
sickness.

Peter. Copy of letter from Maureen - original passed to Frank to follow up friend.

4, Grove House
Islington Estate
Salford 3.

Dear Marie.

Thanks a lot for your lovely letter which I received to day Tuesday. I will do all I can to help your organisation and I'm sure that some of my friends will too.

I have got one friend in particular who has got her thirteen year old son in care of the local council and he is allowed home every day and my friend has got to feed him and she doesn't get any money for him from social security because they stopped his share of the amount when he was taken in care, it doesn't seem at all right because she is worse off now than she was before.

I would get my friend to write you a letter herself but the trouble is she can't write proper.

By the way my friend Ann has left her husband and taken little Julie with her but she has left the baby with her husband, it was a bad thing for her to do leaving her baby don't you agree?

I'm glad that Peter enjoyed our little chat he's a very nice understanding person and alright to get on with, the children really enjoyed his company also yours.

I must close now I'm just getting the tea ready for the children.

So Goodnight and God Bless you and your dear ones.

From your Friend

Mrs. McMillan.

P.S. Look after yourself and keep smiling, still got gas and electric up to now.

I've suggested to Frank that he use Maureen as a local Information centre. The letter doesn't mention the fact that Maureen will be really worried now because it is the Ann she speaks of whom she lent her meter to! I don't suppose she will get the money back now.

Peter. Copy of letter from Munroe - original passed to Frank to follow
up friend.

4, Grove House
Linton, Wiltshire
Salisbury 2.

Dear Maria,

Thanks a lot for your lovely letter which I received to day Tuesday.
I will do all I can to help your organisation and I'm sure that some of
my friends will too.

I have got one friend in particular who has got her fifteen year old son
in case of the local council and he is allowed home every day and my friend has
got to feed him and she doesn't get any money for him from social security
because they stopped his share of the amount when he was taken in care, it doesn't
seem at all right because she is worse off now than she was before.

I would get my friend to write you a letter herself but the trouble is she
can't write proper.

By the way my friend Ann has left her husband and taken little Julie with
her but she has left the baby with her husband, it was a bad thing for her
to do leaving her baby don't you agree?

I'm glad that Peter enjoyed our little chat he's a very nice understanding person
and always to get on with, the children really enjoyed his company also yours.
I must close now I'm just getting the tea ready for the children.
So Goodnight and God Bless you and your dear ones.

From your friend

Mrs. McWilliam.

P.S. Look after yourself and keep smiling, still got gas and electricity up to now.

I've suggested to Frank that he use Munroe as a local information centre.
The latter doesn't mention the fact that Munroe will be really worried now
because it is the Ann she speaks of whom she lent her money to! I don't
suppose she will get the money back now.