

- 3.36 Of those who thought assistance should be limited to certain groups, the groups mentioned included: elderly claimants, those with learning difficulties, those with disabilities, those with mental ill health, overseas claimants, illiterate claimants, those who are terminally ill, people in detention or those who may not speak English as a first language.
- 3.37 Suggestions for the type of assistance that should be provided included: assistance with the application form, assistance gathering evidence, free legal advice, and help understanding the process. Suggestions for means of providing such assistance ranged from online and telephone support, as well as face to face advice (drop in centres, home visits) for those needing extra support. Some respondents also specified that counselling or other emotional support should be available to address the potential emotional strain on claimants. Practical support such as access to administrative resources (e.g. free photocopying), and interpretation services were also mentioned by respondents. Some respondents felt that the assistance should be independent from the Home Office while others felt it should be from someone who is familiar with the process.
- 3.38 **Question 11** asked:
- *'do you think it is right that the compensation scheme uses a combination of different calculation methods for determining compensation payments?'* (1,304 responses)
- 3.39 Three quarters of respondents (75%, 977) thought that the compensation scheme should use a combination of different calculation methods for determining compensation payments, 11% (138) thought that it should not and 15% (189) did not know.
- 3.40 **Question 12** asked:
- *'do you think compensation for a known value of loss should be considered where the claimant has: lost their job and can evidence salary and pension foregone, been denied access to benefits, incurred costs and fees that are eligible to be compensated?'* (1,312 – 1,318 responses), and
 - *'if you have answered no to any of the losses, please explain why.'* (14 - 21 responses)