

PENSIONS BOARD AND CIVIL RE-ESTABLISHMENT DEPARTMENTPresent location - 103, Oxford Street, W.

Fourth Floor (2 rooms) ea. 20 x 10	=	400 sq.ft.) £600
Fifth Floor (several rooms) total		1456 ") No rates.
		<u>1856 sq.ft.</u>	

Lease is held under quarterly agreement.

Premises are badly designed in many ways; poor upkeep and management; one lift, not efficient, hence irregular in operation. Site is anything but convenient to reach by buses or underground services, as it is midway between Oxford Circus and Tottenham Court Road. The most, I think, has been made of the premises, but the work of the office, and the service to Pensioners, is greatly hampered by inadequate space provided, and poor access thereto.

I suggest that a small increase of space is advisable and with this a re-arrangement of working room would facilitate office routine and probably effect a reduction in personnel. The following allocation of space would, I believe, meet the situation if provided upon one floor:

General Office (files, etc.)	1000	sq.ft.
" " (Stenographers)	250	"
" " (Waiting room space)	200	1450 "
Pension Board Office (interview room)		180 "
Medical Officer (Room)		250 "
Orthopaedic Specialist (Room)		250 "
Overseas Representative (Room)		<u>200 "</u>
Total - to be on one floor.....		<u>2330 "</u>

I have formed the opinion that this Department is thoughtfully administered, and a lot of work passes through its hands from day to day. The files of "Pension Cases" are very numerous, and unless efficiently kept must lead to serious difficulties.

The Accountant is second in charge, and is also responsible for orthopaedic cases. This may be economical, but if centralized finance were adopted I would suggest a change. Accounts, however, are audited monthly by a London firm of Accountants.

All finance is arranged direct with Ottawa through Bank of Montreal, London. Cheques are signed by Overseas Representative and countersigned by Accountant. The latter is responsible for pre-audit of all payments. The staff has recently been reduced, and is now: Overseas Representative; Accountant; Medical Officer; Pensions Board Official; Clerks and Stenographers 12 - or a total of 16.