

## **Case study – DAF**

Customer visited library with Bridges into work support worker asking for help with white goods. A DAF was completed for a new fridge and it was established the customer was struggling with a rental shortfall so we gave the support worker an income and expenditure form which she took with her to complete with the client and helped them to complete a DHP application online and we gave her the links to use the BG online application system. The support worker returned to the library and provided bank statements for the customer which was photographed and sent to the benefits email address.

Outcome 06/07/2021: The client was awarded and received a new Fridge Freezer and the DHP has been processed and awarded. Support worker has been informed.