

### **Case Study 1**

Customer came into Library wanted a library card and help with getting a replacement bus pass due to theirs being stolen, along with some money. Library staff set them up with a library card. Transport for Wales were contacted to see if we could get a replacement, the person I spoke to advised it was a £10 payment. I advised that the customer didn't have the funds so they agreed to issue a new one free of charge due to circumstances but this would only be done once! I issued a Food bank voucher and due to customer not having a phone I made the arrangements with Food Bank for delivery and advised customer they needed to be at their property for the delivery. Also advised the Food Bank of the essentials that the client needed. Applied for a DAF, awaiting confirmation that this will be granted.

### **Case study 2**

A young person came in with their parent as they had received a Notice seeking possession from the landlord and a court summons for over £2,000 rent arrears and both were very distraught and did not know what to do. I spoke to one of the Housing options team and sent copies of all the paperwork the client had brought in. The officer in the Housing Options Team said they would make a small payment to the landlord from the Tenancy hardship grant fund so it would be enough to stop the eviction and then set up a repayment plan with the landlord to suspend the court summons. The officer also made an appointment to complete a Housing application to get the client more affordable accommodation. I spoke to Council Tax as there were large arrears on the account and they agreed to hold any further action and set up a repayment plan which the client said they could afford. I have also arranged for the client to come back with some more information and we will apply for a DHP to help with the shortfall on the rent. I also completed a CTR app for them to get some help with their current council tax liability. When they left they both said how they felt a weight had been lifted off their shoulders as they did not know where to go for help.

### **Case study 3**

Customer struggling to manage their electric bill. After a conversation it was clear the customer had budgeting issues/an issue with buying online games. Customer advised that they struggled to trust people/accept help but feels safe and supported in the libraries with AL and BG staff. Referral made to NEA and Citizens Advice for specialist debt advice.

### **Case Study 4**

Hub received a telephone call from a Pobl support worker. Their customer had recently been released from jail and was struggling to claim Universal Credit due to no ID or bank account and homeless. We told the support worker if she sent us the customers details and authorisation we would make the referral on Refer.net. Referral was made for Help to claim Universal credit and debt management for large rent arrears on a previous property.

Outcome: Customer has now been placed in a Hostel and has applied for HB/CTR based on nil income and support worker is helping get a bank account, ID and Universal credit

### **Case study 5**

Individual emailed info@ in regards to applying for a IAP DAF. They were unable to find the application on my council services. After speaking to them and advising how to apply I requested a copy of their tenancy agreement which they were able to email to me. I then asked questions about their circumstances at present which were not good. They had little food, no gas, no talk time on phone and their next payment from us was in 2 weeks' time.

I completed the IAP and requested a washer/dryer and a cooker which they were unable to purchase when they moved into the property. I explained how the food bank worked and requested a fuel voucher. I also requested a SIM card for their phone so at least they would be able to make calls for the next 6 months. The person wasn't aware of the service we provide, however, now they are aware and can attend for support from the hubs.