

## **Appendix 1 - Case Studies Community Hubs Delivery Model**

### **Case Study**

Gentleman visited Brynmawr Library to do a re-application for his blue badge. Re-application submitted and evidence sent to Blaenau Gwent Blue Badge Team. As it was a discretionary application I asked the customer whether he was in receipt of any disability benefit, he stated no. A referral was made to Refer.Net for a full benefit eligibility check for the customer with his permission.

Referral picked up by Citizens Advice Bureau to contact customer to discuss his eligibility for Attendance Allowance.

### **Case Study**

Lady visited Community Hubs as she'd been told Housing would be present. Hubs organised customer to complete Housing Application over the phone with Housing Team as per agreement. Talked woman through process over telephone and received confirmation from Housing that they'd arranged for an appointment over the telephone. Good example of partnership working.

### **Case study**

Customer came into Ebbw Vale library and said he was homeless after a relationship breakdown and was staying in a friend's garage and needed help with Housing as the Housing centre was closed and he could not claim any benefits as he had no bank account or ID as his partner had destroyed all his belongings. Housing were contacted and they provided a mobile contact number for customer to ring them from a friend's phone and said they would help him apply for housing. A referral was made to localities for floating support so they could help him to get a bank account and issue food vouchers if necessary. The customer said he was very grateful for help as he had been struggling for a week and all the services he needed to access were closed.

Outcome: Pobl confirmed she is now working with customer to open a bank account for his benefits and work with Housing for accommodation

### **Case study**

Customer came into Ebbw Vale library as she had received Housing Benefit/Council Tax Reduction letters explaining an overpayment going back to 2018 and did not understand them. I explained the letters to her and noticed there had been a further change in circumstances which now meant she would receive full rent and council tax benefit.

Outcome: Customer was very happy and said how grateful she was that she could talk to an actual person to help

### **Case study**

Customer came into Abertillery library asking for support with housing as he wanted to move and support for training to get back into work. He was provided with the telephone number for the Housing Option Team and Bridges into Work and Communities into Work.

Outcome: Customer returned to the library and confirmed that he had an appointment with Abertillery Job Centre Plus the following day and they were going to work with him to put the training in place that he needed and set up an appointment with Housing to complete an application.

### **Case Study**

Customer came into the library in Abertillery querying a reminder that he had received from Council tax. BS has been paying £40.00 for the last 6 weeks and was going to continue to do this going forward. Looked on Northgate checked balance and calculated that if he continued to pay £40.00 per week would it clear by end of March.

Outcome: On Calculation it would take 33 weeks which is within the time for next financial year. Rang Housing who confirmed this and realigned the instalments to stop anymore reminders going out. BS happy with outcome.

### **Case Study**

Customer came into Blaina Library wanted to apply for a nursery place for her child for September. Customer already self-served but didn't quite understand the form when she was trying to complete it herself as she only wants her child to attend Ystruth Primary. I completed the form for her on My Council Services. SM needed to show birth certificate for child so went home and emailed a photograph of the birth certificate to my works email which then I forwarded to Education.

### **Case Study**

Customer came into Brynmawr library to renew her Blue Badge which had expired in March 2021 as she did not know how to renew it. I completed the application and noticed that customer was not receiving any disability benefits even though she was wheelchair bound and breathing on oxygen from a tank. I asked if there was a reason for this and she said she did not know how to apply. A referral was made to Citizens Advice through the Refer.net system for someone to complete an application for Attendance Allowance.

### **Case Study**

Customer called into Tredegar Library to apply for a new Blue Badge. While completing the application customer advised that he had also been trying to apply Industrial Injury Disablement Benefit but was unable to get any information how to claim. He had tried contact the Department for Work and Pensions without success. I advised that it would be looked at and get back to him. I managed to locate contact

details to make a claim, customer asked if I could give them a call. I made contact and requested an application be sent to them.

### **Case Study**

Customer came into the hub with her family who have recently moved from Hong Kong and bought a flat and a business in Blaenau Gwent. They wanted help amending the liability on the flat so I took their details and added the information to the Council tax system so a process will now take place to amend the liability. I also did this for the business rates which will be amended too. They asked me how to register their son for a local school so I gave them the telephone number for school admissions to ring and register. They also asked me how to register for a National insurance number so I checked the information on the Gov.uk website and showed them the application form online and wrote down the telephone number given if they need any help. They also asked how to register for a NHS number so again I looked at the information on the Gov.uk website and advised that they could register with a local GP surgery and would then be issued with a NHS number. The family were very happy that I had helped answer all their queries.

### **Case Study**

Customer came into Blaina Library wanted a library card and help with getting a replacement bus pass due to his being stolen along with some of his money. Library staff set him 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 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 he needed to be at his property from 2:30 for the delivery. Also advised the Food Bank of the essentials that he needed. Applied for a Discretionary Assistance Fund, waiting confirmation that this will be granted.