

Appendix 2 – Customer Case Studies

Mrs M had been made redundant and wanted to claim Housing and Council Tax Benefits. Her documentation was checked on STAN and her claim was processed by the back office later that day.

Mrs A was disabled and needed transport to a mammogram appointment. She wanted to bring a friend but Patient Transport would not let her. She was very distressed. The STAN advisor arranged the journey for both women through Community Transport volunteer drivers.

Mrs K was distressed about a shopping channel taking money from her bank for goods she had not ordered and was also having difficulty filling in forms about disability adaptations and assisted refuse collection. She received help to tackle all these problems.

Mrs P was being made homeless by her private landlord. The Housing Association had refused her a four bed roomed house by not taking into consideration her disabled son. The Housing Association agreed to let Mrs P bid for a four bed roomed property when the STAN advisor verified that a hospital consultants letter indicated that her disabled son needed his own room. She extremely grateful - she had been trying to sort it out for months.

Mr J wanted information on getting a stair lift. A home visit by Social Services was arranged by the STAN advisor and Mr J was encouraged to claim Attendance Allowance. The disability aids were installed within 4 weeks of his visit to STAN and the Pensions Service had done a home visit to help him claim Attendance Allowance. He was very impressed with the joined up service.

Mrs H needed a disabled ramp as she has mobility problems. The ramp was installed within 4 weeks of her visit to STAN and Mrs H was extremely happy with the process being so easy. She said that coming on STAN had changed her life.

Mr R came to see what STAN was about. He was offered some energy saving light bulbs and referred for a fire safety check. During his conversation with the advisor it became clear that he was on a low income but was not claiming Council Tax Benefit. He received help in making an application for the benefit and four weeks later when the benefit was being paid he said that he was very grateful as, until he came on STAN, he didn't know that he might be entitled to help.