

Appendix 2 – How the new model will work in practice

Scenario 1:

Old model - Young person with learning disability, historically would visit the Customer Service Centre with family member for help and advice on their benefit claim form.

New model - Appointment with advisor who is fully trained to support residents in this way, for a three-way conversation with resident and family member from their respective homes either by phone or video conference.

Scenario 2:

Old model - Person part time working- with limited credit on phone, worried about call charges so calls into the CSC in their lunch hour from work.

New model - Even at busy times can hold place in call queue for call back without the need to stay on the line, does not cost anything other than initial connection charge. No additional cost to Council associated with call back and resident receives call back when their call reaches the front of the call queue and is connected to a fully trained advisor.

Scenario 3:

Old model - Resident must come into to the town hall and queue up to provide evidence of a payslip for benefit claim.

New model - Scanned photograph on mobile phone accepted.

Scenario 4:

Old model - Resident can use technology but visits the Council as not confident completing a full Housing Benefit claim form.

New model - Telephone appointment using co-browsing that supports the resident navigating the website and making the claim.

Scenario 5:

Old model - Resident comes into the CSC as English not their first language and wants to discuss in community language.

New model - Phone call with advisor who speaks language or supported by language line.