

Frequently Asked Questions (the answers provided here apply to the limited service currently being offered due to Coronavirus restrictions and not our regular full service)

What is the One4all service?

1. The One4all service provides a face to face service for customers wishing to access the following services:
 - Blue Badge application process
 - Bus pass application process (www.tfw.wales/travelcards)
 - Housing Benefits and Council Tax (application process, handing in evidence and enquiries)

How does the One4all service work?

1. The service operates from 5 locations throughout Rhondda Cynon Taf;
 - Llys Cadwyn (Pontypridd Library) – open 5 days a week
 - Aberdare Library – Open 5 days a week
 - Treorchy Library – Open 5 days a week
 - Canolfan Pennar (Mountain Ash Library) – Open 4 days a week, closed on a Wednesday.
 - Porth Library (Porth Plaza) - Open 4 days a week, closed on a Wednesday.
2. 30 minute appointments can be booked via the RCT call centre on 01443 425005 or online at <https://www.rctcbc.gov.uk/EN/Contactus/One4aLLAdviceService.aspx> .
3. You must wear a mask, sanitise your hands and complete a Track and Trace form before entering the building. Customers who have an age, health or disability reason for not wearing a mask will be allowed to enter without a mask.
4. A member of staff will meet you at the entrance to confirm your appointment, check you in and direct you to the waiting area.
5. Once the adviser is ready they will call you into the office for your appointment.
6. Please adhere to social distancing at all times.

Is this safe?

The One4all service complies with current health and safety directives.

Will I need to queue?

Customers will be given an appointment time and you will be asked to queue outside the library if you arrive more than 5 minutes before your appointment time. We ask that you observe social

distancing rules and respect the library staff who may need to ask you to take your place in any queue.

What must I bring to my appointment?

Most appointments need you to bring a completed application form and supporting documents. The adviser will check that the form is completed correctly, however due to the short time available we recommend you complete as much of the form as possible before your appointment.

If you need help to complete the form and have no-one to assist you please book a longer appointment.

Please ensure that if you do not already have the necessary form you ask when you are booking the appointment for one to be sent to you, and that you allow sufficient time to complete it fully and obtain the information needed before the appointment.

Can I deal with multiple enquiries in one appointment?

No, if you require for example a Blue badge and a bus pass; you will need to book 2 appointment slots

Can I make a payment?

Not at this time as payment kiosks will not be available at this stage.

Can more than one person come to the appointment?

Please note that appointments are for individuals and so only one person should attend. If possible, please make every effort to come alone. Carers and dependants will be allowed to accompany you if necessary.

Can I use any of the building's other facilities?

Each of the services within a building will have their own booking procedure and open access to any building is not allowed at this time. You may use the other facilities, but you must book a separate appointment with each service.

What do I do if I miss my appointment time?

If you miss your appointment the adviser will not be able to serve you, a new appointment will have to be booked. In order to observe social distancing and to keep staff and customers safe we will need to keep to the pre-planned schedule.