



## **EAST RANGERS CASE STUDY - SUSAN**

Susan arrived in the UK in late 2020. In her home country, she worked as a flight attendant, but as an asylum seeker, she cannot work in the UK. She loved her job and would like to work again, but due to her current situation (claiming asylum) she is unable to enter paid employment at present. Susan joined ICOS as a volunteer in March 2021. Since that time, she has regularly taken part in clean ups in Backhouse Park, Sunderland, organised by ICOS. She is involved in the East Rangers project, which helps to keep the East part of Sunderland clean and help the environment. Volunteering helped Susan to meet new people from a range of countries and cultures and to organise her day- and having a daily routine, which helps her mental health. Moreover, she feels useful and is satisfied that she can make a difference in her community. While working with Susan, ICOS staff members have been able to find out about her future plans and aspirations, and found out that Susan was preparing for the IELTS (English) exam (<https://takeielts.britishcouncil.org/take-ielts/what-ielts>), which would enable her to study in the UK, as she would like to settle down in the UK and would like to increase her chances of getting a good job. ICOS has been able to secure English language study books and a laptop computer for Susan to help on that journey. Moreover, ICOS have also supplied her with a used bicycle to help her to travel around the local area.