

Back in Control Project

Case study

Lina and Tony's story

Lina and Tony are originally from Slovakia, they were both victims of modern slavery. They were taken to work in a field along with Lina's son who is mentally disabled. The issue arose when Lina and Tony contacted ICOS because they needed help and support from Sunderland City Council. ICOS also contacted Adult Social Services. Lina and Tony's project support worker then completed the Adults Needs Assessment with a view to seek help and support from the council. Adult Social Services contacted ICOS again to ask for more details and to arrange a home visit. ICOS also contacted Adult Social Services but could not reach the person she needed to speak to. Arranged an appointment with Lina at the Job Centre regarding Universal Credit. Helped Lina apply with pre-settled status. Lina and Tony received pre-settled status. Her Project worker printed it out for her and tried to call the Home Office regarding her partners and Lina son's European Settlement Status, however, the line was busy. ICOS contacted Sunderland City Council twice to arrange an appointment for Lina and to ask some questions regarding her Universal Credit, however, the council refused to speak to Lina's project worker, and they said they need to use their interpreter. While waiting for the interpreter, the phone disconnected. Her project worker contacted the council on her behalf in order, to receive an emergency mobile phone top up and food parcel. In the first instance, the council refused. However, ICOS contacted the council again and there was no issue with receiving a top-up and food parcel. ICOS arranged a home visit with Adult Social Care Services. Adult Social Services, said there was no help they could provide, however they were concerned about Lina's financial situation and stated they would refer Lina to other organisations who may be able to help. They also informed ICOS, that they would be able to provide regular food parcels for Lina and her family. Lina and Tony also contacted ICOS because she received a call and assumed it was the council calling her regarding her food parcel. As Lina could not understand what was being discussed on the phone. ICOS stepped in and called the council and they stated that they had not made the call and contacted Adult Social Services, who did not reply. ICOS also helped Lina top up her mobile phone as she had received a voucher and did not know how to receive it. Lina contacted ICOS that she had been awarded Universal Credit.

Lina's project support worker, Contacted Sunderland food bank to receive a food parcel for client and arranged an appointment with a client for a call with Groundwork. An appointment was arranged with Lina and she received 2x £49 fuel vouchers (they are only eligible for 3 vouchers per year; however, since they have 2 different providers, they could not split their voucher. The voucher Lina has is eligible for 1 more voucher this year. Fiscus contacted ICOS and Lina because they needed an interpreter. Lina went to ask for a food parcel; they received one but were told that it is the last one they would receive from them. ICOS contacted Sunderland Soup Kitchen to ask if the client could get some free meals. The council contacted ICOS and after discussing the Lina's situation they decided to contact the Sunderland city council to ask if they could provide more help to the client. The council got back in contact and stated that Lina was receiving support from the food bank.