

Back in Control Project

Case study

Oliver's story

Oliver is originally from Slovakia. Prior to contacting ICOS, he is a victim of modern slavery. When he was rescued, he agreed to enter the NRM- and was referred to ICOS by another charity for long-term support. The issue arose because documents regarding applying for the EU Settlement scheme for himself and family had been lost by the Home Office. ICOS stepped in and have helped him deal with many problems. Firstly, his project support worker offered to contact their partner organisation which had sent the documents to the Home Office. ICOS also contacted the partner agency in order, to find out if they needed any help to communicate with Oliver and ensure they checked the progress of the application and new documentation. ICOS also arranged another appointment with Oliver to discuss any updates and tried contacting the Home Office on his behalf. An appointment with EUSS / Children's Society to secure immigration status for EU citizens. He received help with updating his CV. ICOS helped and supported Oliver to contact the internet provider to stop cutting of internet, as he was unable to pay for the internet due to being on low income. ICOS, contacted Oliver, to check if he had access to internet and if he needed any support. His project support worker also checked the universal credit requirements and discussed them with him (as they were currently suspended due to the epidemic). Contacted Oliver, to check if he had access to internet and if he needed any support. Updated CV and Covering letter for the Oliver. His project support worker also arranged a meeting time to support him with a tax refund. Contacted Gentoo regarding disrepair- there was a leak on Oliver's roof, because he had one small and one young child at home. Contacted DWP to change hid phone number. Sent a list of job websites to the Oliver. Updated his Universal Credit account to ensure DWP were aware Oliver, was now in work. Contacted a debt management company to help Oliver pay off the debt, as he did not speak enough English to do it on his own. Contacted Sunderland City Council regarding council tax bill (which appears to have been increased).

ICOS helped to translate for Oliver, to ensure that he understood the changes to the council tax bill (it was due to Oliver, starting work) technically, the bill remained the same, but the council tax discount was removed due to Oliver, being in work. Refunds for travel tickets, supporting him in accessing English

class, a debt with a mobile network provider and a letter to the social landlord to highlight flat conditions (his home is cold). Helped him with paying council tax over the phone. Supported him by ringing gentoo on his behalf and report a repair (dripping drainpipe and entrance door) (gentoo line was already closed. Called gentoo and reported a repair - arranged an appointment. Lastly, we checked if his council tax payment went through. Set up a direct debit to pay for his Council Tax. Moving forward, Oliver stated he would be interested in English classes, but only if they are face to face. He finds it difficult to learn online.