

Covid-19 Lloyds Foundation Project

Case study

Helena's story

Helena, a client from Czech republic, has turned to ICOS for help in January 2021 after she saw our advert on Facebook. She needed help to apply for her son's DLA (Disability Living Allowance) and fill in the form. ICOS helped her to request the paper form and then fill it in. Together we collected all the relevant documents and we also arranged translation of her son's medical documents from Czechia, which were needed for the application. After a while, the application was accepted and the client is now receiving DLA payments along with Carer's Allowance benefit.

Along the DLA application, Helena also received support regarding her Universal Credit, housing issues and council tax. Together we submitted a Council Tax Support Claim and we also applied for a single person discount. After this application Helena was awarded a single person discount, council tax benefit award and also Hardship Fund 2020 and she had nothing left to pay for her council tax.

We also helped her to update her Universal credit journal and we also contacted her landlord once she was facing some issues with her accommodation.

Helena said 'ICOS has had a very positive impact on me. I was very satisfied with their work. The employees were very accommodating, and they were helping me even when they didn't have to (in their free time). They put all their effort into helping me and I am very grateful for their support. They were a massive help, and I don't know what I would have done without them.'