

Bernicia Foundation Project

Case study

Petr's story

Petr contacted ICOS because he needed help with UC, finding a job and accommodation. Due to the COVID-19 pandemic, he became unemployed and had no access to benefits due to having pre-settled status and not being entitled to receive any benefits. At this point, Peter was living with his relatives and his main aim was to move out. At first Petr received some employability support, we helped him to update his CV and to apply for several jobs. Unfortunately, during this time Petr had to leave his accommodation and suddenly had no where to stay. He contacted his project worker who contacted a local council and through them arranged emergency accommodation in a hotel for the client. During this difficult time his support worker stayed in touch with Petr to check on him and to make sure he knows what is going on – Petr doesn't speak English very well so ICOS requested an interpreter for him. Ever since the local council have provided Petr with accommodation and they helped him to get a job through local support. Petr is currently working in a factory and he is renting a room.

Petr is still keeping in touch with ICOS and he said that without ICOS he wouldn't have received the help he is receiving at the moment. *'I wouldn't have known where else to ask for help when I lost my accommodation. ICOS was a huge support to me during this time'*.

Petr also commented *'ICOS employees are very hardworking. I knew I could ask them for help and I felt like there is someone there for me. The team was very accommodating and reliable, and I knew I could always turn to them for help. This was very helpful. I wouldn't be where I am now if it weren't for them. ICOS provides a high quality work and support. My life is a bit better now thanks to them.'*