

## BACK IN CONTROL

### Patricia's case study

Patricia is originally from Poland. She came to England in 2015 and she was hoping to find good employment. She approached International Community Organisation of Sunderland because she had problem at work. Her colleague's behaviours left her feel uncomfortable. Our project worker advised her to talk with employer or someone senior at work as soon as possible to try and resolve the problem. Patricia reported it at work, but they didn't resolve the issue. That's why project worker advised her that she need to bring forward grievance proceedings regarding sexual harassment at work. He helped her with contacting her employer, they wrote a statement and submitted with the employer. While she was waiting for response from her employer regarding sexual harassment, she had accident at work; she slipped on the fruit and fell on the floor. Patricia was unconscious for a while, but nobody called an ambulance. After the accident Patricia couldn't go back to work, because she had accident related health problem. Our worker helped her contact solicitor, because her employer didn't take any future action regarding the accident. From then on solicitor was supporting Patricia regarding her problems at work.

When she was on a sick leave, her income has significantly reduced. She was struggling financially that's why ICOS project worked help her with Universal Credit claim. They also applied for Council Tax Reduction, and Personal Independent Payment. Patricia also had a numbers of outstanding debts, so our project worker helped her to contact debt charity which offer free, flexible debt advice. They set up personal action plan and choose debts solution. It gave her a little bit breathing space in her difficult situation.

At the minute Patricia is still on a sick leave, because of her health condition. She is hoping that she will be better soon, and she will be looking for work. She still receives help from ICOS when she needs to be in touch with Universal Credit, council, or her GP.

Patricia she is very happy about support which she is receiving from Back in control project. She said:" I would be lost without ICOS and my support worker!"