



CLLD – Well Included Project

Adam's Case Study

Support for Adam was complex and it started with registering him for Universal Credit. The client was awarded the benefit and that helped Adam to manage his finances better and gave him the peace of mind that he needed. The next step was to review his CV and create an updated one, including all information about his recent employment. The project worker tailored Adam's CV with him and advised on what a good personal statement and professional CV should look like.

On the next face-to-face appointments, the main focus was on how to look for a job online, job applications, and contacting employment agencies with the client. With the support of the project worker client successfully applied for various offers. Adam register with job agencies and went to Washington to deliver his CV. The client was looking mainly for a job as a food production operator.

Although Adam was motivated and applied for numerous jobs, he was not successful at that time. His self-esteem was low due to his language barrier. He felt that this might be the main reason why he could not secure a job. Seeing Adam struggle, our project worker referred him to ICOS's learning officer to register Adam for ESOL classes.

While waiting for a response from the cleaning factory, and two different restaurants, Adam decided that he will invest more time in learning English. He asked the project worker for help in finding free English learning recourses available online. The project worker registered the client for free webinars and showed him how to navigate various language websites. From now on Adam was able to learn English at home, as well as from ESOL classes at ICOS that he had twice a week.

In August 2021, Adam broke his leg and was hospitalised. Due to health reasons associated with his injuries, he was not able to work, and he stopped searching for work. After discussing the client's situation in depth, the project worker helped Adam to manage his Universal Credit to avoid possible sanctions. Adam received support with completing the Universal Credit Work Capability Assessment form, as he was unable to work due to poor health and a broken leg. ICOS project worker helped to arrange social care and helped Adam with Sunderland Council Adult Social Care assessment. Adam was also advised on Personal Independent Payment due to his inability to undertake work and his financial situation. Later on, with help from ICOS Adam applied for PIP, and his claim was approved.

After months of recovery from the injury, Adam was ready to set up new goals which brings him closer to taking up a job in the future. On a 1-2-1 meeting with the project worker, he decided that although he could not yet work, he would like to focus on training and gaining new skills. The project worker registered Adam on a learning platform with access to many certified courses. With further support, Adam finished training and passed assessment for Food Hygiene Level 2, Health and Safety in workplace Level 2, and introduction to use of PPE course. Finishing this training boosted his confidence and had a great impact on his wellbeing. This helped him to stop thinking about what he could not do, i.e. – going to work due to health reasons, to what he could do – further developing skills, learning English, and moving forward.