



## Case study - Shared Sunderland – ICOS

### Lucy

Lucy (from Poland) came to ICOS this year seeking help with moving home. She was moving houses and she didn't know how to inform her utility providers, or cancel existing broadband plan. She also needed to deal with her council tax bills. Lucy wasn't confident with her English; she didn't know where to call or what she need to do when moving houses. She needed help and information but mostly she needed reassurance that everything would be done properly. Because her language barrier, she was worried that she may not understand something and miss important piece of information, when not understanding what someone is saying to her. The situation was stressful and she decided to seek support from one of our project workers.

ICOS provided Lucy with support and understanding. The project worker provided her with all necessary information and support to make the calls. The project worker contacted the city council, housing association and the internet provider on her behalf. With project worker's support, Lucy was able to create an online account for the energy provider, in order to be able to make payments herself in the future. Lucy said: "I have received support from my project worker on numerous occasions and I have had a number of appointments. Thanks to help that I received from ICOS, moving house was not that stressful. The project worker represented me and helped me with cancelling my broadband and applying for new plan with another one, registering me with new energy providers and the water supplier. Because of my language barrier, my project worker helped me to call council and my housing association. The list is long, but I would like to take an opportunity to say thank you to my project worker for her invaluable help, involvement and professionalism and first of all for empathy."