



**Anna** (name changed)

Length of support: February 2019–January 2020

Anna came to ICOS for support as she needed help with finding employment and housing, she had recently lost her job and could not afford her private rent where she lived with a friend. Anna did not speak English well and she felt that her confidence was low which was impacting her finding employment.

We supported Anna with applying for Universal Credit and helped her with translation and representation at the Jobcentre Plus appointments. We worked with her and a new CV and a covering letter and we have spent some time on one-to-one basis with job applications and registering with agencies. Additionally, she started to attend English language classes to improve her speaking, writing and reading skills (ICOS helped her to enrol) which would improve her employment opportunities and with our support, managed to apply for and get two part-time jobs working in hospitality. We supported her with an application and registration for Gentoo housing and in May 2019 Anna moved into a two-bedroom council property near her place of employment which was very beneficial to her.

Anna has also started to get involved with ICOS women's group where she had opportunities to meet new people and get involved with volunteering.

In November, we supported her with a new job opportunity working as a baking assistant; since she has finished baking school back in her home country it was a job opportunity which has sounded very appealing to her.

Anna felt that due to support she received from ICOS, her English language and communication skills have improved enormously. Anna now feels that her opportunities have improved, she is more independent and her financial situation has improved.