



Female living in Sunderland, 30 years old, long term-unemployed/economically inactive. Originally from Poland.

Approached ICOS in February 2017 because she was keen on finding work and becoming economically active. Before receiving support from ICOS, she had been economically inactive for 22 months. At that time, she had a 13-month old child and her partner was working various/differing shifts, which meant it was difficult to find work.

She lacked confidence both in terms of her work abilities and in her English language skills. She was keen on improving her English language skills and gaining relevant skills and experience, whilst ultimately pursuing a career in health and social care.

She was not aware of where and how to look for work effectively in the UK.

The individual took part in targeted workshops ICOS organised which looked at confidence building and careers development for minority ethnic people.

This enabled the individual to see how people have similar or sometimes bigger problems they need to tackle in order to find work, exchange thoughts.

Through follow-up 1 to 1 support, she was able to identify what could be done to improve her labour market positioning.

This support included:

- updating / developing two versions of her CV
- identifying medium and long term goals and ways in which these could be achieved
- identifying training and future work opportunities
- creating covering letters
- support on how and where to look for work

These courses also included elements of other training/courses, such as CV building.

She received one to one support to identify and contact course providers which lead onto the person starting and completing level 1 training in Health and Social Care and then progressing onto level 2.

The individual is now in paid work and also looking at getting relevant care experience at a local care home.