



Case Study

I have helped out an individual who came in to the UK two years ago, he's English language skills are poor and he does not have many close friends that could support him in Sunderland.

The individual's employment ended in April 2018 because his company could not afford to pay him SSP (Statutory Sick Pay) any longer, he came to Healthy Steps for support because he didn't know what he could do next. I have contacted his employers and explained that he did not receive his holiday pay, they agreed to pay him the money for holiday pay but there was not much that could have been done about his SSP. I referred the individual to welfare rights service and attended the appointment with him, he had been given advice on what he could do next.

I have supported the individual to apply for ESA (Employment and Support Allowance) and registered him for Housing Benefit as he lived with a friend, we decided it would be best for the individual to have his own place as he's awaiting operation for his back and if he got his own place, he could also apply for Housing Benefit which could help his financial inclusion.

After many complications with ESA he finally managed to get his benefit and he received his own Housing Benefit flat in Sunderland, he feels a lot happier now having his own place and his situation has improved.

Along the way, I also supported him with making doctor's appointments and consultations at the hospital for his operation, as well as getting him a translator for his appointments.

I am continuously supporting the individual with his issues. And our next steps will be applying for a doctor near his new flat and finding out a date for his surgery so that he could get better and go back to work. The individual has been very pleased with the support he has received from Healthy Steps and ICOS. The individual now feels more independent having his own flat and feels more confident attending some of his appointments and making telephone calls on his own.