



Wise Steps case study

Karolina:

Since I lost my job I have been struggling with problems such as lack of employment as well as access to information about benefits and entitlements. I also needed UK qualifications and wanted to progress into further education but I did not know any organisations which could help me. Coming to ICOS for help was a good call, I have started my journey on Wise Steps in November 2019.

I received support in many areas of life including education, money matters, job searching and made new friends. I wanted to pay back for the support and advice I had received, so in January 2020, I started volunteering for ICOS. I found charity work very motivating and doing something useful helped me to feel better about myself. While helping with clerical tasks, I'm constantly improving my IT and English skills. As socialising has never been my strength, meeting new people and involving myself in events, meetings and courses gave me a lot of self-confidence and joy.

I'm glad to be a part of this amazing team and looking forward to learning even more new things.