

## **BACK IN CONTROL**

### **Paul's case study**

Paul (name changed) is originally from Poland. He is a victim of modern slavery and was originally referred to ICOS by another organization for long-term support.

Initially, his project worker was helping him and his partner with the accommodation. He registered them on a Gentoo website. Together, they started looking for council housing and they are applying for it. Our worker helped her to translate housing offers, so that he could understand them. After a while, he received a house offer and decided to accept it. ICOS helped him with all the paperwork and her project worker contacted Sunderland City Council regarding help with furniture.

Paul also needed to resolve issues related to his Leave to Remain status, which had expired. To help him with EU Settlement Status, our project worker referred him to another organization, which was able to support him with that case.

Because he was struggling financially, ICOS helped to apply for a benefit - Universal Credit. After a while, the application was accepted and the client started to receive Universal Credit payments, which improved his financial situation. The project worker also arranged food parcels, phone top-ups, and food vouchers for him.

Paul has a health condition, so our colleague helps him with the Personal Independence Payment application. After a couple of months, he has been awarded PIP. As a result of this, he was able to pay off his debts.

Paul was very pleased with the outcome due to the support from the Back in Control project. He said: "It was a pleasure to be helped by ICOS, very helpful staff that are always available to help and support."