



## Shared Sunderland Amez's case study

Amez (not his real name, Kurdish) came to ICOS shortly after he was granted refugee status. He was already receiving Universal Credit, and his job coach referred him to ICOS for help with finding English classes. Project worker explained to Amez how to apply for ESOL classes in Sunderland College and helped the client step by step with the process. Later the client explained to the project worker that besides learning the language his priority is to find a flat. At the second appointment, our project worker helped Amez to apply for Gentoo and Council housing. The client learned how to search and apply for the properties on the housing association website.

After a few appointments with the project worker, Amez was happy with the support he received, and for that reason, he asked for further help. This time with his Universal Credit account, and other benefits that he might claim. Amez has a long-term health condition that affects his ability to work and very often get around which has an impact on his everyday tasks. Amez was seeking advice on Personal Independence Payment as well as on Work Capability Assessment for his Universal Credit.

Our project worker supported Amez with understanding eligibility criteria and applying process. First project worker helped the client to make a call to start a claim, even though Amez was making progress in English classes he felt insecure when making phone calls. After some time when the PIP application was sent to the client, project worker helped once again with translation and understanding so the client could fill out the form. In the meantime, the client received the UC50 questionnaire. Once again project worker helped with translation and understanding questions, form was finished and sent back to Universal Credit.

Later on, Amez successfully rented a flat. The flat was empty, with no furniture or appliances, and no carpet on the floors. The client had also a problem with the energy supplier. The housing association gave the wrong name of the supplier; the client did not know how to top up his electricity as there was no card or key for his pre-payment meter. The project worker assisted the client with the phone calls to the housing association and energy suppliers to find out who provides the energy at the client's address. Information about the correct energy provider was obtained and a new top-up key was sent to the client's address. The project worker made further inquiries for the client to access the scheme for the cost of living crisis. Shortly after that client received a voucher for the energy top-up.

In addition, the project worker contacted local council on behalf of the client to refer Amez for support with the cost of the flooring and furniture. The client was eligible for help and got help with some furniture and he is waiting for a grant for the cost of flooring.

Recently Amez had his phone assessment with the health professional and now he is waiting for the decision on his PIP claim.