



Shared Sunderland

Semira's case study

Semira (not her real name), from Ethiopia, was referred to ICOS from Jobcentre. She came to England in 2021 and from that time she struggled with the language barrier. On her initial meeting with project worker it very quickly turned out that the English language is not the only problem with which the client needs support. Semira suffered from long-term health conditions and she had difficulty doing certain everyday tasks. At that time client was receiving Universal Credit. With her condition she wasn't fit for work, she had a sick note from her GP. The client didn't know how to add a sick note to her Universal Credit account. She also asked for help and guidance in accessing her UC account, updating her journal notes, and changing details and circumstances.

After further conversation and assessing the client's needs project worker learned about her difficult housing situation. Further appointments were arranged for the client to support her with her application for Council and Gents housing. The project worker was providing ongoing support on using a Universal Credit account, and after some time the client received a UC50 application to fill out. Semira found it difficult to understand questions in the application, so she called ICOS for another appointment. On this occasion, the project worker helped Semira to translate and understand questions thanks to that she wrote all the answers and returned the completed questionnaire on time. Shortly after that, she attended a medical assessment.