



Shared Sunderland Case Study

Alina (name changed), originally from Latvia, approached ICOS in March 2023 seeking help. Her friend, acting as an interpreter due to Alina's limited English proficiency, contacted the organisation on her behalf. Alina was facing significant challenges as she had no access to public funds, and her inability to communicate in English set back her efforts to find employment.

At Alina's first appointment, the project worker conducted an initial conversation to assess and understand her situation better.

Alina's lack of English language skills made it challenging for her to find suitable employment opportunities. Having no recourse to public funds, Alina was experiencing financial hardship, which was made worse by her inability to secure a job. Alina was living in an unfurnished accommodation, without essential appliances like a fridge, washing machine, or cooker.

Recognising the importance of language proficiency in empowering Alina to find employment and integrate into the community, the project worker assisted her in enrolling for ESOL (English for Speakers of Other Languages) classes in Sunderland. Alina was provided with all the necessary information about the enrolment process and the class schedule.

Understanding the significance of basic household appliances for Alina's well-being, the project worker applied for grants on her behalf. The application was successful with the Greggs Foundation, securing a new fridge/freezer for Alina. The project worker went the extra mile by helping Alina arrange the delivery of the fridge/freezer through phone communication. This step was crucial as it ensured Alina received the much-needed appliance promptly.

With the support of ICOS project worker and the grant from Greggs Foundation, Alina now had a new fridge/freezer in her accommodation, improving her living conditions and enabling her to store food and manage her daily needs more effectively.