



Y (a female, aged 55, originally from China), approached ICOS in January 2023. She was experiencing issues when looking for work, chiefly because of English language barriers, and lack of experience of looking for work in the UK and knowledge of the techniques employed to look for work effectively, and when to find work. At the initial meeting, Ewelina, the ICOS Project Worker, assessed the needs of the client and together, Ewelina and Y created a comprehensive action plan, taking into account client's aspirations and plans. It turned out that Y had an impressive track record of working in the construction engineering industry, gained outside the UK.

Initially, they created a CV, making sure it was applicable to the UK labour market and understood by potential employers, as well as a covering letter. During future appointments, the project worker assisted the client in making job applications and identifying opportunities. As the client still needed support with her English language skills, the project worker referred her to Action Foundation, our partner organisation, so that she could improve those skills.

With the support from the project, in April 2023, Y successfully applied for a job with a local construction company and she is now in full time work.

As a result of the support provided and finding paid employment, the client also reported improved financial situation. She also has reported that her English language skills are now better, as a result of the support she received to enrol on an English language course.