



**Community
Foundation**



Case Study for Northumberland Village Homes (Advice) Project

Adam (name changed) is originally from Poland. In spite of having lived in England for a few years now, he is a vulnerable gentleman who needs holistic support.

Adam has approached ICOS with several issues. Many of them were addressed while working on the for Northumberland Village Homes (Advice) Project. One of the issues was managing his UC online account by making and responding to entries in his journal.

We helped Adam to communicate with DWP about his current circumstances. Our application for the Budgeting Advance payment from DWP was also successful. He needed some additional funds to replace his old furniture.

We assisted Adam with making emergency top-ups with his gas and energy provider when he was in financial hardship.

ICOS provided Adam with assistance in contacting his GP and understanding medical correspondence.

However, the major issue that Adam was helped with on this project was Identity Theft. It was no mean success. Our help involved reaching out on behalf of the client to a few institutions, such as Action Fraud, the Police, the South Tyneside Citizens Advice Bureau. Finally, the issue was successfully resolved following the advice we got from the South Tyneside Citizens Advice Bureau. It was a major achievement as this issue was going on for a few months. We managed to sort it out by proving who Adam is, rather than who he is not, in the personal statement about him, including his employment history and residency in the UK that was sent off to the right institution.

We also completed the Work Capability Assessment form for Adam and booked an interpreter for his appointment. Prior to that, we managed to change his appointment from being online to face-to-face to ensure better communication between the client and the assessor.

Adam was also provided some IT guidance to promote his digital inclusion. He was shown how to pay council tax online, access his bank account via the online application, how to use the NHS app to access his medical records and contact the GP surgery.