

Client J is originally from Poland, 40 years old, and has EU national settlement status. He approached ICOS in February 2024 and was registered for the Links for Life project advice. L faced significant challenges related to financial fraud, employment, and communication due to his hearing impairment.

During the initial conversation with Ewelina who was his key worker at ICOS, she identified he was recovering from financial fraud and trying to get back the funds he borrowed his old time friend, he was currently working a part-time job but would like to change to a full-time job because his financial situation was getting more difficult and ensuring effective communication methods during meetings due to his hearing impairment.

Noted that J was hearing impaired and relies on lip-reading during meetings. Ensured that all communication with J was conducted through text messages to accommodate his needs. Ewelina assisted J in reviewing the letter received in response to his lawyers application for the elimination of court expenses from the fraud case he suffered from his old friend who borrowed a significant amount of money for a business project and he is unable to recoup the money. Also helped J gather the necessary paperwork to submit his application for court expense elimination, ensuring all required documents were in order.

In February 2024 J employment situation was discussed, he was currently working part time in a pub but was in need of a full time job, generated a CV for J and uploaded it on the indeed app , showing J how to apply for jobs on the platform. Assisted J in applying for jobs at Sunderland factories and directly on Nissan website and registered J with recruitment agencies to broaden his job search and increase his chances of finding suitable employment.

J now feels more empowered and supported in his journey to recover from financial fraud and secure full time employment. Thanks to the dedicated efforts of ICOS.