

Client V is originally from Slovakia, 31 years old. He is an EU national with pre-settlement status and approached ICOS in March 2024. Client V came in facing several challenges, including issues with benefit claims, changing his settlement status, overpayment inquiries and finding stable employment. V was registered under the Links for Life project by Ewa, during V's first appointment, he identified his needs, which had to do with issues ranging from his Personal Independence Payment (PIP) claim, managing overpayment of benefits, obtaining necessary medical records and seeking employment opportunities.

In March 2024, V contacted his Keyworker Ewa that he needed assistance with his PIP claim. Ewa helped call the PIP helpline to clarify a letter sent to V, which requested his ID for identity verification. His project worker coordinated with the job centre to facilitate the submission of his ID and proof of address. In July 2024 Ewa called the helpline to extend the deadline for V's PIP form till August as he was not able to get all the requirements for the submission of the claim. Also in July Ewa assisted V in the collection of his PIP form and contacted his GP to request access to his medical records for the PIP claim. The request was sent out to the practice manager and would take up to 28 days to process. In October 2023, the project worker assisted Vasil in applying for free furniture and white goods through the City Council.

In November V sought assistance with a debt inquiry related to an overpaid benefit. The project worker called the UC helpline to gather information, discovering that Vasil had received a Cost of Living (COL) payment in 2022 and claimed UC from December 2020 to January 2022, which he was later deemed ineligible for due to failing the Habitual Residency Test. Due to this decision Ewa referred V for legal advice by sending an email to law clinics and also referred to the Welfare Right Service for his benefit issues. In December 2024 Ewa supported V in signing documents for Mandatory Reconsideration for Universal Credit.

Through ICOS help in January 2025, Vasil was able to extend the deadline for his PIP form submission and gather the necessary medical records for his claim. He also signed the documents for Mandatory Reconsideration for UC and addressed the overpayment inquiry with legal support. Additionally, Vasil secured employment in Newcastle, taking a crucial step towards financial stability, and obtained essential household items through community support.